**Case Study | *i GET IT* Learning Management System**

# CUSTOMER TRAINING PROGRAM REVAMP

*i GET IT* BY TATA TECHNOLOGIES DEVELOPED A PARTNERSHIP WITH PRATT & WHITNEY'S ENGINEERING TECHNICAL UNIVERSITY (ETU) TO ADDRESS THEIR EVOLVING TRAINING REQUIREMENTS AND BUSINESS NEEDS.

## THE CHALLENGE

Pratt & Whitney was looking for a partner to help them revamp their training program while providing employees and suppliers greater access to course material, best practices, and procedures. They also wanted a partner who could:

- Streamline the delivery of training for NX™, a Siemens PLM design application.

- Blend instructor-led training with online courses.

- Capture knowledge from company experts and use it to develop courses to teach the next generation of engineers.

- Create engaging, interactive courses from existing course materials for complex topics.

- Provide a solution that could be accessed by authorized users anywhere at any time.

## THE COMPANY

**Pratt & Whitney**
A United Technologies Company

Pratt & Whitney, a United Technologies Company, is a world leader in the design, manufacture and service of aircraft engines and auxiliary power units. Headquartered in East Hartford, CT, the organization serves more than 11,000 customers globally.

> **Ultimately, the success of this partnership is a result of learning together and making the right adjustments.**
>
> – *Mary Matyas, Associate Director ETU, Pratt & Whitney*

## THE SOLUTION

The *i GET IT* learning management system was identified as an ideal method to house and distribute Pratt & Whitney's content. Not only did the platform support instructor-led training and online courses, but it was accessible at any time from anywhere.

*i GET IT* team members dedicated themselves to understanding the customer's business processes and the challenge of creating custom courseware from material not easily understood by most people, even engineers. They also sat in on several instructor-led sessions to learn how Pratt & Whitney experts explained design procedures and processes in order to develop a better, more creative and interactive format for the engineers. From that, they determined a hands-on approach was the best way to create courses that would engage students and diminish the learning curve for such complex material.

This custom solution and partnership accomplished Pratt & Whitney's ultimate training goals.

## THE RESULT

Provided greater access to course material, best practices and procedures

Enabled more flexible training schedules

Produced a highly trained workforce for a competitive industry

Reduced overall business costs

## ABOUT US

Tata Technologies is a global engineering and product development IT services company that is focused on fulfilling its mission of helping the world drive, fly, build and farm by enabling manufacturing companies across the automotive, aerospace and industrial heavy machinery verticals realize better products and drive efficiencies in their businesses. There are two components to our value proposition – managing and delivering outsourced engineering services and products for our manufacturing clients, and helping them identify and deploy technologies that are used to conceptualize, design, validate, build, test, benchmark and realize better products. For more information, visit **www.tatatechnologies.com**.

Engineering a *better world.*