

case study

Cisco Systems

Achieves Significant Cost Savings with Saba®

Solution Overview

Industry — Technology, Networking

Challenge

Quickly and effectively integrate employees from over 25 annual acquisitions

Benefits

- 40–60% cost savings across learning infrastructure
- Decreased product development cycle
- Faster time-to-market for new products

Solution

Saba Learning Suite

Cisco Systems is the worldwide leader in networking for the Internet. Cisco's networking solutions connect people, computing devices and computer networks, allowing people to access or transfer information without regard to differences in time, place or type of computer system. Cisco provides end-to-end networking solutions that its customers use to build a unified information infrastructure of their own, or to connect to other networks.

Headquartered in San Jose, California, Cisco also has major operations in Research Triangle Park, North Carolina, and Chelmsford, Massachusetts. Cisco is a global company with more than 225 sales and support offices in 75 countries and sells its products in approximately 115 countries. Since 1986 the company has grown into a global market leader that holds a significant market share in virtually every market segment in which it operates.

“ The e-learning that Cisco provides helps customers, channel partners and employees keep up with the latest information about Cisco's products, services, markets and business practices. Saba Learning helps Cisco ensure that each person knows what he or she needs to learn next in order to increase performance. ”

Bill Souders, Director of IT, Global E-Learning Technologies
Cisco Systems

The Challenge

Cisco's worldwide presence, consisting of 140 training partners and 40,000+ employees, coupled with over 25 acquisitions per year, created two organizational challenges: a strong need to train new employees quickly and effectively, and the need to establish a single platform for all of its learning systems. As Cisco runs its major business processes via the Web, the solution had to be Web-based, have multilanguage support for worldwide learners and support a variety of

content delivery types including video, e-books, simulations and content on demand. Cisco's goal was to provide a rich, comprehensive suite of learning offerings.

Recognizing the need for a single, scalable learning management system (LMS), Cisco realized that it needed to include input from all the business units in order to select a solution that would fulfill their needs. Cisco evaluated several different vendors and then chose Saba Learning as the single LMS to implement based on the company's stringent requirements.

The Solution

Using the comprehensive, Internet-based Saba Learning, Cisco moved from a portal-centric to a learner-centric environment. With Saba Learning, Cisco can measure competency gaps and deliver just the right content, at the right time, to the appropriate learner, helping individuals meet critical business objectives. Saba Learning ensures that each person always knows what he or she needs to learn next in order to increase performance.

In addition to Cisco achieving competitive differentiation through rapid integration of acquisitions and improved time-to-competency of new employees and partners,

resulting in faster time-to-market of products, the scalability of Saba Learning allows for the ongoing enhancement of the learning management system. By using Saba Learning to automate the processes for setting and tracking learning requirements, assessing competency and certification levels, inputting development plans and eliciting feedback on progress against those plans, Cisco has helped employees reach learning goals and has increased employee satisfaction and skills.

Results and the Future

By implementing Saba Learning and other products and technologies, Cisco has achieved as much as 40–60% cost savings across the learning infrastructure. The company has significantly decreased its product development cycle and time-to-market, ensuring the ability to maintain its position as industry leader.

Today, over 27,000 learners internally and 28,000 externally are “on Saba” at Cisco. Saba continues to work with Cisco to evolve the capabilities of its learning management system, including performance management, simplified third-party interaction and an open, standards-based architecture.