



Success Story

About Hewitt Associates

Hewitt Associates is a global outsourcing and consulting firm delivering a complete range of human capital management services to companies, including HR and Benefits Outsourcing, HR Strategy and Technology, Health Care, Organizational Change, Retirement and Financial Management, and Talent and Reward Strategies.

Our associates have been instrumental in developing innovative solutions that have helped our clients become some of the most successful companies in the world. Today, our client roster includes more than half of *Fortune* 500 companies and more than a third of *Fortune* Global 500 companies. As the largest multi-service HR delivery provider in the world, we handle more than 53 million HR-related customer interactions a year from more than 13 million participants.

For 60 years, Hewitt Associates has been pioneering HR ideas, services, and products -- giving tangible form to ideas that improve our clients' business results through people. Count on us to think beyond the traditional, to establish industry standards, to lead the competition, and to deliver measurable results.

About IntraLearn e360

IntraLearn e-360 is the answer for bridging skills-based management to e-Learning in mid-size companies and departments of larger companies. IntraLearn e-360 builds upon the IntraLearn XE platform by integrating it with the powerful Skills Bridge skills management technology. With a single e-Learning platform, companies can now match business objectives to skills required, assess employee skills, analyze skills-gaps, set learning objectives, create or obtain courseware, deliver and measure interactive learning, and gather the results for comparing to the original business objectives.

Purpose

Hewitt Associates has a global presence and were looking for a solution that will empower their internal human resources team to gauge employee skills and suggest relevant courses to be pursued in order to narrow the skills gap.

Achieving the above task was Herculean if the human resources personnel had to conduct reviews with each employee spread across the globe. The cost of carrying out such an operation will be huge as well.

To address the above issue, Hewitt Associates were looking to use technology to gather information about the skills of the employees and analyze skills gap and deliver courses online that will narrow the gap.



Business Requirement

Hewitt associates were looking to launch a pilot project that will demonstrate the benefits of online skills management. They were looking for a cost effective solution that combines skills management with the learning management system.

Intralearn's e360 suite of products fit their needs. The Boston Group (TBG), Technology partners of Intralearn Software Inc., with its vast knowledge recommended a hosted solution so that Hewitt need not cash out huge amount of capital to set up and maintain the product.

Technical Considerations

To launch this portal, TBG engineers were looking at different options as below:

Option 1:

Install the licensed version of IntraLearn e360 in Hewitt offices in Asia. This required Hewitt to purchase servers, software and also assign additional resources to maintain the portal. The launch date was also too tight to train personnel in Hewitt to install the software. This option provided Hewitt more control over the portal

Option 2:

To have the onus of installing, maintaining the application in TBG premises. This involves additional cost for TBG but Hewitt will have the ability to quick launch and analyze the results before moving on to Option.

TBG and Hewitt had several discussions that will narrow down the options. In the end, it was decided to go ahead with Option 2. TBG also thought that this is an effective way to demonstrate a concept and grow the portal from there.

TBG engineers went on to work changing the look and feel of the software to be consistent with Hewitt's corporate identity. TBG also had to do customized enhancements to some of the features to fit the specific needs of Hewitt.

Launch

The pilot project was online in February 2003. The Boston Group launched the skills management portal – www.competencybuilder.com with customized look and feel of Hewitt Associates.

The portal is hosted in TBG's hosting facility in USA. TBG chose to host the portal in USA due to bandwidth constraints in Asia. When the portal grows, TBG will look to have mirror sites in Asia, Europe to further enhance performance.

This portal was opened up to the employees of Hewitt in Asia and so far has got tremendous response. The management of Hewitt has been excited and is planning to extend this portal globally.



Software Catalysts Worldwide™

Benefits

- ? Information is power in this knowledge economy. Now, Hewitt has information about the skill level of their employees in one centralized location.
- ? Cost Savings
- ? Employee performance enhancement.