

India's Flag Carrier Cuts Training Costs by **40%** with Paradiso LMS

A CASE STUDY

About The Client

India's leading flag carrier airline struggled with a big challenge—training staff across six regions, handling critical tasks like baggage management, customs, and hazardous materials.

The need for consistent, high-level training was non-negotiable, especially for roles dealing with dangerous goods.

On top of that, many of the staff weren't very tech-savvy, which added another layer of complexity. The airline needed a training solution that could cater to this diverse workforce while keeping costs and resource use in check.



The Challenges

- **Limited Computer Literacy:** A large part of the workforce struggled with technology, making it hard to implement traditional online training effectively.
- **High-Level Periodic Training:** Staff handling hazardous materials required frequent, specialized training to meet strict regulatory standards.
- **Complex Regional Management:** operating across six regions required region-specific training content and complex administrative controls for data and approvals.
- **Overbooking of Trainers:** Scheduling instructor-led training often resulted in overbooked trainers and poorly managed sessions.
- **Training Budgets and Reporting:** Tracking training budgets and hours spent became increasingly complicated, especially during audits and compliance reporting.



The Solution



Cost and Budget Management: The LMS introduced a centralized budgeting module, allowing the airline to consolidate training expenses at both business and department levels. This improved financial oversight and decision-making.



On-the-Job Training Programs: Paradiso's platform enabled flexible On-the-Job (OTJ) training using customizable templates. The airline could assign specific modules to trainees, giving them more control and flexibility over their training.



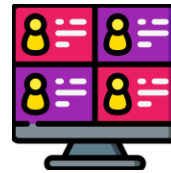
Comprehensive Reporting System: The LMS offered detailed reporting, accurately tracking staff training time, which was critical for annual audits and compliance. Multiple reporting options also helped tailor insights for different stakeholders, enhancing transparency.

The Solution



Blended Learning Approach

Paradiso's LMS offered a flexible blended learning model, giving staff access to both self-paced and instructor-led training. This catered to different comfort levels with technology, particularly benefiting employees with limited computer skills, helping them gradually adapt to digital learning.



Multitenancy for Regional Customization

The LMS's multitenancy feature allowed the airline to create sub-LMS systems within the main platform. This enabled region-specific content and training approvals, streamlining customization and improving data management for each location.



Instructor-Led Training (ILT) Module

Paradiso developed an ILT module to streamline scheduling, reduce trainer overbooking, and improve attendance tracking. Trainers could be assigned across dates and regions, optimizing resource use and minimizing conflicts.

Results & Impacts





Improved Training Efficiency: The blended learning approach and customized regional management streamlined the training process, allowing for targeted delivery that better met the needs of specific regions and staff roles.



Enhanced Attendance and Reporting Accuracy: The ILT module improved attendance management and significantly reduced scheduling conflicts.



Better Financial Oversight: The centralized cost and budgeting module provided detailed analytics, which improved financial decision-making and enhanced the airline's ability to manage training expenses across its six regions.



Seamless Collaboration: The airline saw improvements in how staff shared knowledge and collaborated on training initiatives, boosting internal engagement and productivity.



Audit-Ready Reporting: The detailed reporting systems provided accurate, reliable data, greatly improving the airline's ability to comply with annual auditing requirements, saving time and reducing errors.



A blurred background image of an airplane cockpit, showing various instruments, screens, and control panels. The image is dark and out of focus, serving as a backdrop for the text.

Conclusion

Through Paradiso LMS, India's flag carrier airline successfully transformed its training processes, overcoming challenges related to computer literacy, complex regional management, and regulatory compliance. The customized, flexible solutions provided by Paradiso not only optimized training delivery but also enhanced financial oversight, making it a critical partner in the airline's operational efficiency and long-term success.

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