enabley Case Study

Tigo®

AT A GLANCE

How is the Platform Used?

Tigo delivers product training to deskless solar energy system installers around the world. Accessible via the Tigo website, installers can self enroll to courses on Enabley's course catalog, allowing them to learn at their own pace. By offering this training, Tigo helps ensure systems are installed and commissioned correctly- reducing errors, improving safety, and minimizing support needs- all of which benefit both the installer and the end-customer.

How is this different?

Unlike many companies that focus training on internal staff, Tigo trains the external contractors and installers who handle the on-site installation of its products. This approach helps ensure installations are done right from the start, leading to more reliable performance and higher customer satisfaction.

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> Enabley has made it significantly easier to scale training across the global installer base. Their clean UI, multilingual support, and robust reporting give us visibility and control to proactively engage learners. It's helped reduce installation errors- when installers are properly trained, everyone wins.
>
> **Greg Smith**
> Director of Training at
> Tigo Energy

Challenges

Before switching to Enabley, Tigo used another platform to train its external technicians. However, the training process was challenging. There were significant barriers in delivering courses in differnt languages, no access to reporting, and poor overall user experience. Tracking learner progress or maintaining communication throughout the training journey was newarly impossible, making it hard to ensure consistent, effective learning at scale.

Solutions

- Tigo has significantly increased course engagement by offering a seamless, userfriendly learning experience.
- A dedicated subscription page was created specifically for Tigo courses, enabling better tracking and retention of learner data. This insight gives the sales team visibility into installer activity and allows for more informed, targeted outreach.
- By helping installers to complete installation accurately from the start, Tigo sees fewer support calls and more consistent product performance, leading to smoother customer experiences and stronger trust in their brand.

Outcome

- ~ 2,000 learners trained globally each year
- 547% increase in enrollments
- Average satisfaction rate of 4.8 out of 5
- Growing registrations in Southeast Asia prompted development of course versions in multiple local languages
- Robust support for real-world field learning combined with full control over training data