

## AT A GLANCE

### Challenges

- Train more than 130,000 people (Vivo+ employees and partner companies)
- Promote the experience of employee learning through a new platform focusing on innovation and continuous development

### Benefits

- Improved performance and quality of services
- Expansion of “Academy V”
- Adoption of cutting-edge technologies
- Accessibility tools improved
- Efficient training management and data



One of the main challenges is to capture learners' attention to highly technical content. This is fundamental to carry out the work. With Enabley, we have managed to deliver more new training solutions and make them much more attractive.”



**Marcelo Lemos**

Customer Experience  
Training Manager – Vivo

### Challenges

After a comprehensive analysis, Vivo identified a gap between employees expectations and the effectiveness of the existing platform. The previous platform was no longer aligned with the user demands and expectations. With this realisation, it was decided to contract a new platform based on four fundamental pillars: **accessibility; agility; innovation; and robustness**. The objective of the project was to fill the work gaps and improve the learning experience.

### Solutions

Enabley's platform was chosen to train more than 130,000 employees, covering crucial areas such as Customer Service (call center), Commercial (stores and resellers) and Operations Technicians (field teams, installers). The added challenge was that the teams are mostly **deskless**.

Through the platform, an average of 2 million hours of training is conducted per year, nurturing the professional development of a wide range of audiences, both internal employees and external contractors.

### Outcome

- **206% increase** in the number of unique accesses
- **62% reduction** in training hours leading to the ability to train more learners. At the same time, microlearning courses generated strong engagement
- Successful migration of more than **2900 courses, 7062 classes** and a base of **130,000 employees**, within a 3 month deadline
- Built intelligence center with more than 15 panels in Power BI, providing comprehensive insight and detailed data
- Overall satisfaction rating of **4.8 out of 5**