BayenGroup

NORTHROP GRUMMAN

ABOUT THE CLIENT

🗂 Organization
Northrop Grumman Corporation – Aerospace Systems

🏭 Industry
Aerospace & Defense

📰 About
Northrop Grumman is a global aerospace, defense and security company. The majority of their business is with the U.S. government, principally the Department of Defense and intelligence community. In addition, they deliver solutions to global and commercial customers.

TECHNOLOGY

- SharePoint
- LMS Integration
- Integration with SAP and Siemen's eLearning

SHAREPOINT KNOWLEDGE MANAGEMENT SYSTEM

BUSINESS NEED

To support digital transformation and meet the demands of their growing Global Supply Chain sector, the company continues to hire a large number of employees who require training in a variety of procurement roles, systems and best practices. Focusing on people, processes and tools, they sought a company-wide platform to streamline information distribution.

The client required a centralized digital solution for all training and best practices that would facilitate independent learning and a seamless knowledge share between tenured employees and new hires in order to support a hybrid workforce.

THE PROBLEM

The existing process for onboarding new employees was complex and expensive. There was no one platform that contained information relating to compliance, regulations and all other resources on how to carry out their roles. Training involved traveling to a single location, attending in-person classes, and waiting on subject matter experts to answer questions and resolve issues before work could be completed.

Moreover, once employees began work, they might not know who to connect with for guidance, advice and assistance or how to establish those connections. Even then, they were required to wait until a knowledgeable coworker was available to provide direction and answer questions before completing their tasks.

In addition to the challenge of training a vast number of new hires, there were also various generations to be trained — from those who consider themselves tech-savvy, to those who are not at all comfortable with eLearning — who would require a simple, user-friendly interface, with the capacity to learn the system from within. Furthermore, managers had no way of accessing information on employee progress.

Beyond Technology. Partnership.

THE APPROACH

Bayen Group's process began by deploying its Engagement team to collaborate with the client, define their goals, and identify the challenges with the existing training process. Their unique "business first" method centers on discovering as much as possible about the clients as people before considering how technology might be used to solve their problems. As a result, wireframes and graphical mock-ups outlined the site's user experience and helped set expectations for the end product. This process was critical in determining the path forward in terms of what content would be included and how it would be organized, displayed, accessed and monitored.

THE SOLUTION

Since Bayen Group had previously created similar platforms, they were able to quickly implement a Knowledge Management System, called the Learning, Training, and Development Center designed specifically to the client's needs. This platform is intuitive, user-friendly and capitalizes on digital functions the employees are already comfortable with in their everyday lives, increasing adoptability. Built on SharePoint, the tool manages all eLearning, best practices, and evolving standards.

The system serves as a one-stop-shop for all information that employees need and might want to know in order to better perform their duties. It combines training from every department that is required including compliance, regulations and human resources, to name a few. It also provides access to resources and training employees will need to work on all current and future contracts. The tool is designed to be used and useful throughout each employee's tenure with the company.

To further support both new and existing employees, the platform includes a searchable knowledge base of FAQs and best practice resources fostering independent learning. New hires are also provided direct access to company subject matter experts if they require additional information beyond what is assigned to them.

Importantly, the content within the platform is easily differentiated dependent on user role. Because there are numerous roles within the Global Supply Chain sector, customization was a critical need. Managers can easily assign roles to new hires, automatically populating their dashboards with information essential to them. They are also able to assign specific courses and pathways as needed. Furthermore, they can quickly check employees' progression through their courses, giving them a vital understanding of who is ready and able to take on assignments.

Additionally, the client's investment in their employees is evident through their emphasis on offering continuing education which provides unlimited opportunities for growth and advancement.

BENEFITS

The Learning Training and Development Center reduces costs, wait times, inefficiencies and miscommunications, which is invaluable to the client's day-to-day procedures. Eliminating the need for large-scale in-person training allows new hires to learn at their own pace and on their own time, ensuring comprehension and knowledge retention. The system also works across positions and bridges the generational gap, guaranteeing ease and use throughout the company. This centralized tool streamlines complex processes and safeguards expertise for the future.