

# CUSTOMER TRAINING PROGRAM REVAMP

Case Study | *iGET IT* Learning Management System

*iGET IT* by Tata Technologies developed a partnership with Pratt & Whitney's Engineering Technical University (ETU) to address their evolving training requirements and business needs.

## THE CHALLENGE

Pratt & Whitney was looking for a partner to help them revamp their training program while providing employees and suppliers greater access to course material, best practices, and procedures. They also wanted a partner who could:

- 1** Streamline the delivery of training for NX™, a Siemens PLM design application.
- 2** Blend instructor-led training with online courses.
- 3** Capture knowledge from company experts and use it to develop courses to teach the next generation of engineers.
- 4** Create engaging, interactive courses from existing course materials for complex topics.
- 5** Provide a solution that could be accessed by authorized users anywhere at any time.

## THE COMPANY

Pratt & Whitney, a United Technologies Company, is a world leader in the design, manufacture and service of aircraft engines and auxiliary power units. Headquartered in East Hartford, CT, the organization serves more than 11,000 customers globally.



**Pratt & Whitney**  
A United Technologies Company

**More. Faster. Better.**

“Ultimately, the success of this partnership is a result of learning together and making the right adjustments.”

– Mary Matyas, Associate Director ETU, Pratt & Whitney



## THE SOLUTION

The *i GET IT* learning management system was identified as an ideal method to house and distribute Pratt & Whitney's content. Not only did the platform support instructor-led training and online courses, but it was accessible at any time from anywhere.

*i GET IT* team members dedicated themselves to understanding the customer's business processes and challenge of creating custom courseware from material not easily understood by most people, even engineers. They also sat in on several instructor-

led sessions to learn how Pratt & Whitney experts explained design procedures and processes in order to develop a better, more creative and interactive format for the engineers. And from that, determined a hands-on approach was the best way to create courses that would engage students and diminish the learning curve for such complex material.

This custom solution and partnership accomplished Pratt & Whitney's ultimate training goals.

## THE RESULT



Provided greater access to course material, best practices and procedures



More flexible training schedules



Produced a highly trained workforce for a competitive industry



Reduced overall business costs

Tata Technologies makes product development dreams a reality by designing, engineering and validating the products of tomorrow for the world's leading manufacturers. Our clients are under increasing pressure to create **more** products, **faster** than before, and **better** than ever to stay competitive. For more than 20 years, we have empowered them with the tools, technology, and processes to meet – and exceed – market demands. To learn more, visit [www.tatatechnologies.com](http://www.tatatechnologies.com) today.