

## Case Study – VIPnet

### Executive Summary

This case study provides an overview of how **VIPnet**, a leading innovator of the Croatian mobile communications market, have benefited from implementing a comprehensive e-learning solution by Composica Enterprise, provided and integrated by Cognita – a dominating provider of e-learning and online education in Croatia.

*We wish to extend our thanks for Madlena Djurovic of VIPnet for the time and care she spent in helping us to compose this case study.*

### The Client

**VIPnet** is a leader of the Croatian mobile communications market, known for the best market entrance of the second GSM operator in Europe ever.

Ranked as one of the world's best operators based on the quality of its network and services, VIPnet continues to develop and introduce new fast data transmission technologies to its ever-growing market.

The company is proud to be the partner of the world's leading mobile operator Vodafone and a partner to each and every one of its 2.2 million customers.



### The Challenge

VIPnet commitment to a 24x7, top quality, service for its customers, requires a training system that can keep representatives' knowledge in correlation with the rapidly evolving technology developments offered.

The company's training system covers a vast margin of the business. Training materials have to be adjusted to accommodate the various needs of different departments. The type and amount of training units varies as well, for instance: Sales and Contact Center employees have more internal trainings than average while technical staff has more specific professional trainings. On average, each employee goes through 2 – 5 training units, plus two optional trainings (soft skills, IT basic, language, etc.).

Prior to working with Composica, VIPnet used classical classroom trainings. It proved difficult to provide sufficient training for the dislocated offices across the country as trainers had to travel to these locations.

*"Our employees enjoy now a quicker access to trainings /courses and a wider scope of offered contents. They can learn when and where they want".*

#### **Madlena Djurovic**

Recruitment and Career Planning Specialist  
Human Resources Management  
VIPnet

## The Solution

VIPnet decided that its goals would best be achieved using a powerful e-learning authoring tool.

The company's internal training development team, consulted by Cognita's experts, compiled all the aspects and requirements needed to be addressed by the optimal solution:

- Support the conversion of existing training materials, created in various formats, into SCORM supported e-learning modules
- Offer ease of development and an intuitive user interface
- Allow the creation of highly interactive content that will interest and engage end-users
- Easily adaptive for content and design modifications
- Support a steep learning curve for new developers

After carefully examining different solutions, VIPnet selected Composica as it addressed all their requirements and more.

## Implementing the Solution

Implementation of the entire e-learning solution in VIPnet consisted on synchronization of the LMS with an existing application (HR.net) and implementation of Composica, which included a pilot project, trainings for technical support and administration and content development training.

## The Benefits

In addition to fully addressing the initial challenges, the implementation of Composica in VIPnet also resulted in further benefits:

According to Madlena Djurovic, Recruitment and Career Planning Specialist and one of the coordinators for e-learning education in VIPnet: "The training time has been significantly reduced. It is especially apparent in the Sales department, where short dead-lines need to be met and agents are situated in remote locations" she said. "Our employees enjoy now a quicker access to trainings /courses and a wider scope of offered contents. They can learn when and where they want".

Easier and quicker course development results in quicker knowledge sharing through the company. This is extremely important for VIPnet's trainers, as they are required to produce training materials in a very short time and reach all target trainees on time.

Being a powerful collaborative environment, Composica also supports scalability for the growing needs of the company.

## Training and Support

Cognita, a leading provider of e-Learning and online education in Croatia, was chosen as the vendor of the overall implementation process. According to Madlena Djurovic, the experienced team of Cognita tailored a comprehensive program for the company, supported by a thorough training program.

*"As a result of implementing Compositica, training time has been significantly reduced. It is especially apparent in the Sales department, where short dead-lines need to be met and agents are situated in remote locations".*

The first stage of the training consisted of theoretical background about e-learning strategies and how they can be best integrated with VIPnet's business structure and goals.

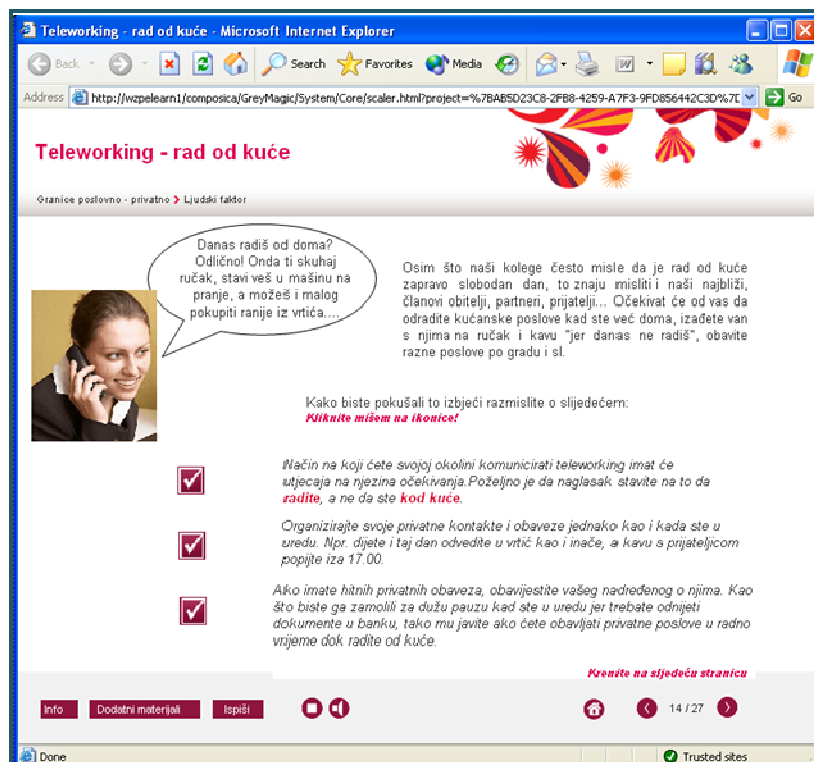
Next, the training focused on a demonstration of Compositica's main features and best practice guidelines on how to use them.

At the last stage, Cognita provided a hands-on training for VIPnet's development team, during which the team created several Compositica courses, in various areas of business.

According to Madlena, Cognita maintains an excellent on-going technical and practical support and are very attentive to VIPnet's inquiries and needs.

## Future Plans

VIPnet plan to continue using Compositica for the rapid development of e-learning materials. The company is planning to develop a number of internal training units for Sales and CS, in order to establish e-Learning modules as the primary training method for these departments. On top of that, the training team is working on further developing e-Learning modules for different contents such HR, Marketing, Technical reference and more.



Teleworking - rad od kuće - Microsoft Internet Explorer

Address: <http://vzpelearni.compositica/GreyMagic/System/Core/scalar.html?project=%7BAB5D23C8-2FB8-4259-A7F3-9FD856442C3D%7C>

### Teleworking - rad od kuće

Granice poslovno - privatno > Ljudski faktor

Danas radiš od doma?  
Odično! Onda ti skuhaj ručak, stavi veš u mašinu na pranje, a možeš i malog pokupiti ranije iz vrtića....

Osim što naši kolege često misle da je rad od kuće zapravo slobodan dan, to znaju misliti i naši najbliži, članovi obitelji, partneri, prijatelji... Očekivat će od vas da odradite kućanske poslove kad ste već doma, izađete van s njima na ručak i kavu "jer danas ne radiš", obavite razne poslove po gradu i sl.

Kako biste pokušali to izbjeći razmislite o slijedećem:  
**KUKNITE MIŠMU NA IROUSCE!**

- Način na koji ćete svojoj okolini komunicirati teleworking imat će utjecaja na njezina očekivanja. Poželjno je da naglasak stavite na to da **radite**, a ne da ste **kod kuće**.
- Organizirajte svoje privatne kontakte i obaveze jednako kao i kada ste u uredu. Npr. dijete i taj dan odvedite u vrtić kao i inače, a kavu s prijateljicom popijte iza 17.00.
- Ako imate hitnih privatnih obaveza, obavijestite vašeg nadređenog o njima. Kao što biste ga zamolili za dužu pauzu kad ste u uredu jer trebate odnijeti dokumente u banku, tako mu javite ako ćete obavljati privatne poslove u radno vrijeme dok radite od kuće.

Prenite na sljedeću stranicu

Info Dodadni materijali Ispisi

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Trusted sites

Screenshot of 'Teleworking' course, powered by Compositica

## About Cognita

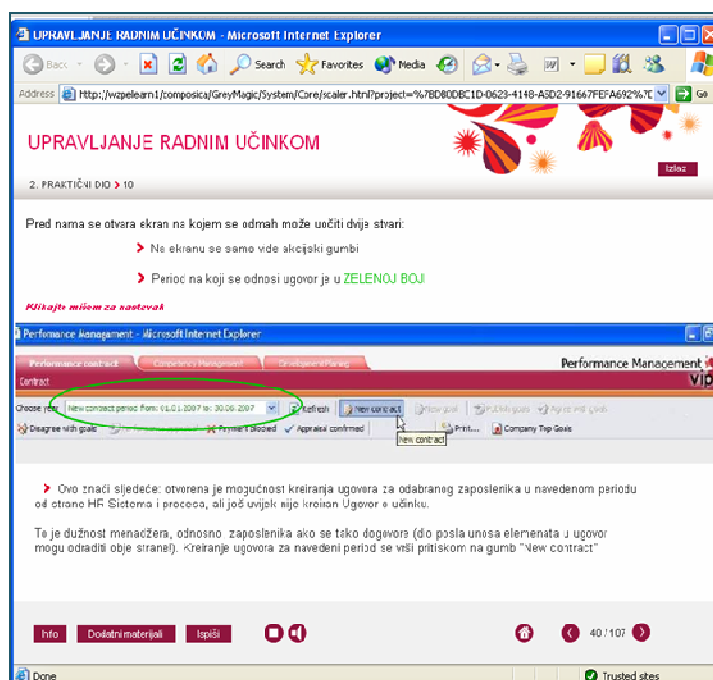
As a true pioneer and a leader of the Croatian e-learning industry since 2001, Cognita offers a full online education solution, optimized to meet the needs of human resource divisions and organizations in the field of education and training.

Cognita's team offers a wealth of experience and knowledge, specializing in various fields of the e-learning and on-line education domains. These qualities allow them to tailor solid, yet flexible, solutions that help companies meet their business goals and acquire astute e-learning strategists. Cognita provides high-quality content and proven consulting methodologies, backed up with tight training and support.

Cognita is a leading partner of Compositica in the EMEA region and offers a fully localized Croatian interface of Compositica Enterprise to complement Cognita's own LMS – eLearnr, the first Croatian learning management system.

## About Compositica

Compositica brings a novel approach to the world of e-learning authoring. Authors, designers, reviewers and subject-matter experts can now simultaneously create engaging and interactive e-learning modules in real-time. Compositica combines a rich, robust and flexible authoring environment with true web-based collaboration features, such as task management and a central repository with full reusability features, bridging the gap between complex web-based systems and rich desktop-based authoring tools.



*A course integrated with VIPnet's LMS*