

## Enterprise-wide Learning Program for 850 employees at Oil and Gas giant



### Client/Location

BP/Naperville, IL

### Project

Seamless Change Management and Business Continuity achieved through Digital Learning Module development and Implementation

### Highlights

- Long-term backfill for new corporate learning team to fulfill a major process upgrade
- Mastech Digital set up a niche project team to work on the project
- Successful, on-time delivery, seamless change management
- Impressed with the engagement, the client rebadged the team to work with them on an ongoing basis

### Client Satisfaction



Recognized in top 1% of staffing firms for client satisfaction

- Inavero 2012 survey



Mastech Digital is a certified minority supplier with the National Minority Supplier Development Council.

## Global Fortune 100 Company Required Immediate Assistance for Major Instructional Design Project

### Client Challenge

BP's newly created Corporate Learning group was faced with a very tight deadline and a major Work Management Process (WMP) upgrade that would be presented to more all its US employees. To make matters more challenging, several dozen policies and procedures pertaining to pipelines and logistics of the oil and gas industry would need to be updated or created. The existing corporate learning team was lean and unable to handle the load as well as the delivery timelines, when the client turned to Mastech Digital.

### Mastech Digital Solution

Mastech Digital quickly ramped up a digital learning delivery team led by a seasoned instructional designer with more than 25 years experience, who also brought in, his subject matter expertise in pipeline operation. The team hit the ground running and addressed the client's WMP deliverables that included:

- Orientation eLearning
- Participant and Facilitator Guides and PowerPoints for Managers, Planners and Technicians
- Job Aids for all participants
- Implementation using Word, Excel, PowerPoint, Adobe Creative Suite, Adobe Connect, Visio and Snagit



### Outcomes

Successful and timely implementation of the work management process upgrade ensured seamless change management in the enterprise in a business-as-usual mode. The client got a new digital learning delivery team, as an extension to its existing corporate learning team. Impressed with the delivery, the client rebadged the team to continue working on an ongoing basis on several other business-critical digital learning programs.