

Case Study
Education Services



Tesco Colleague Training Tools

Results

- 80% reduction in solution training time for new colleagues
- Broader adoption of best practices across Tesco's planning team
- Higher return on Blue Yonder software investments

Background

Tesco is the world's third-largest retailer, with 2019 sales of £56.5 billion. With over 6000 stores across Europe and Asia, Tesco offers a wide product range, from groceries to clothing and electronics.

Tesco produces one million planograms and 125,000 store floorplan changes annually. For over 20 years, Tesco has relied on Blue Yonder solutions to ensure the fast, accurate generation of these planograms.

More than 100 colleagues at Tesco use Blue Yonder solutions. To ensure that software knowledge and best practices are maintained, even as the workforce evolves, Tesco partnered with Blue Yonder Education Services to create specialised user training.

Customised training, designed with Tesco

With more than 100 Tesco colleagues using Blue Yonder solutions, a customised training programme was developed including a learning platform to help reduce training times for new colleagues. This is in addition to a two-day workshop for onboarding new users, a library of on-demand problem-solving videos and an ongoing self-assessment programme.

Establishing and sharing best practices

Blue Yonder Education Services helped create a library of 80 self-service training videos, available on a shared portal and mobile devices that allows users to learn a specific task quickly. A continuing self-assessment programme ensures that users can maintain a high-level of knowledge and skills.





Benefits:

- By replacing on-the-job learning and peer training with a customised training programme, Blue Yonder's Education Services team has helped capture best practices at Tesco that leads to higher-quality plans.
- Because Education Services architects have expertise in both technology and education, they help Tesco users realise the full benefits of the software's features and functionality, leading to a higher return on technology investments.
- The interactive, on-demand aspect of the Blue Yonder training programme makes it easy for Tesco colleagues to engage with the materials and learn independently. From the initial new-user workshop to ongoing knowledge assessments, learning has become a 360-degree experience.

Blue Yonder's expertise

“Tesco and Blue Yonder Education Services are strong partners with a shared vision. Blue Yonder's planning solutions were already adding significant value, and we have been able to strengthen our existing skills and capabilities through the Education Services team to help maximize the software's contribution.”

- Mark Croft, Systems and Process Manager

 Luminate Retail

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