



“ Skillsoft has an underpinned awareness and clarity that corporate training must be aligned to business goals. The team’s willingness to listen and act on our recommendations, feedback and needs, is a testament to its innovative corporate training mission. ”

Jo Maddock, Learning and Development Manager, Allianz Global Assistance

### BUSINESS CHALLENGE

Allianz Global Assistance (AGA) is a global leader in assistance services and travel insurance, servicing more than 250 million customers every year. With over 600 employees in Australia and 10,500 worldwide, AGA provides insurance and emergency medical assistance, specialized patient support programs, property assistance services, roadside assistance services, and health insurance to overseas students in Australia.

Prior to Skillsoft, 100% of learning was facilitator led. This created challenges to service such a wide range of skill sets for the many employees in multiple geographic locations. Employees were hungry for more diverse and flexible learning modalities that could increase their industry knowledge, allow them to network and learn in groups.

### ABOUT ALLIANZ GLOBAL ASSISTANCE

Allianz Global Assistance, part of the Allianz Group, has been helping people for nearly 60 years. As the world leader in Travel Insurance, Assistance and Personal Services, Allianz looks out for you, 24/7, 365 days a year. Allianz has more than 13,224 talented and dedicated employees who speak 58 different languages and are responsible for operations centers across 5 continents. Their employees work hand in hand with an extensive global network of quality service providers, ranging from automotive technicians to medical experts, home repairmen to legal advisors, and employment and retirement counsellors to social service workers.

### HOW SKILLSOFT® HELPED

The partnership with Skillsoft included a dedicated team of learning experts that not only possessed the knowledge and expertise, but were able to provide proactive on-going support, innovative and scalable solutions that were critical to AGA’s growing training development cycle.

AGA developed T.I.M. (Training in Motion) a character who loves to learn, and combined it with the concept of ‘edutainment’ to launch eLearning in a unique way. Skillsoft was aware that corporate training must be aligned to business goals, and acted accordingly offering the advice, feedback and expertise needed in a true partnership.

### KEY METRICS

48 287 team members logged into T.I.M. within 48 hours.

2K+ 2,000+ log ins were recorded within 6 months.

700+ 700+ course completions were recorded within 6 months.

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