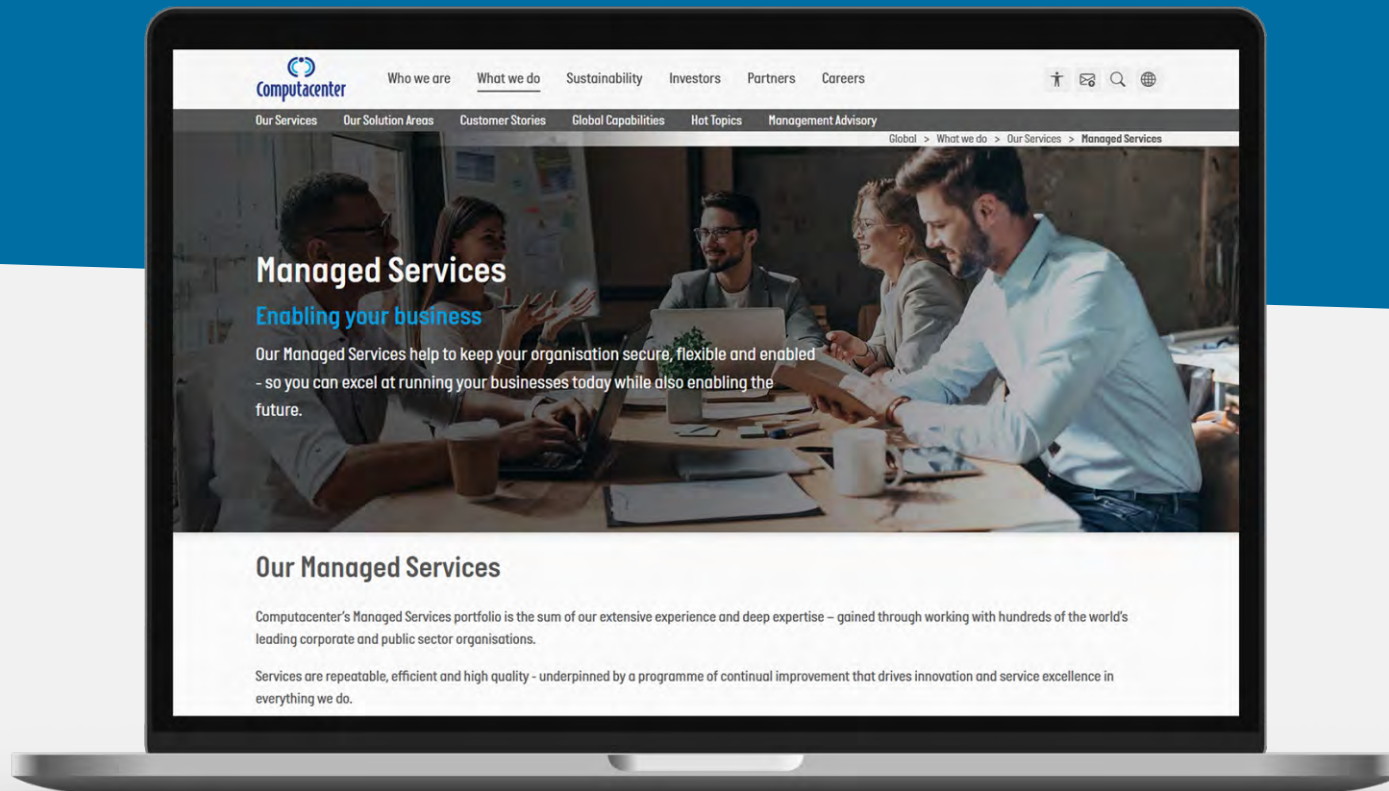# COMPUTACENTER: STREAMLINING ECOSYSTEM ENABLEMENT FOR THE DIGITAL SERVICES TEAM

TIDWIT's Enterprise Enablement Ecosystem Platform Boosts Learning Efficiency and Engagement

CONTACT US

Call or email us to find out how TIDWIT will help your organization better meet its digital ecosystem needs, or if you're interested in a no-obligation demo:

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CHALLENGE

Computacenter faced a significant challenge in keeping their Digital Services team of over 1,500 users up to date with the latest vendor technologies, such as AWS, Microsoft, and CISCO. The existing enablement process was inefficient, relying on ad-hoc training requests and fragmented delivery methods. Managers had to assemble training programs manually, which involved navigating various vendor portals and coordinating classroom or instructor-led sessions. This led to inconsistent learning experiences, poor flexibility, and a lack of control over vendor content engagement. Additionally, the absence of a unified training platform made it difficult for Computacenter to curate and deliver comprehensive, cross-vendor learning journeys. The lack of real-time metrics and operational visibility further exacerbated the problem, making it challenging for team leaders to understand how their teams were engaging with the vendor ecosystem. This resulted in high training costs and significant operational inefficiencies due to manual processes and the inability to automate and scale effectively.

Computacenter faced significant challenges in keeping their Digital Services team up-to-date due to inefficient, fragmented training methods and a lack of a unified platform, leading to high costs and operational inefficiencies.

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SOLUTION

To address these issues, Computacenter turned to TIDWIT's Ecosystem Enablement platform, which provided a centralized repository for vendor content, enabling the creation and delivery of customized learning experiences across multiple vendors. The solution allowed for the rapid deployment of curated training programs, combining vendor and proprietary content to meet the specific needs of Computacenter's Digital Services team. TIDWIT delivered automated content updates from across the learning ecosystem and provided real-time reporting, significantly reducing the manual effort required from managers. The initial implementation focused on Intel content and was completed in less than a month. Following the successful launch, the Computacenter node on TIDWIT was expanded to include additional vendors such as Microsoft, ServiceNow, and AWS, supporting a growing number of users across multiple countries. The transition to TIDWIT provided a flexible, scalable solution that aligned with Computacenter's goal of delivering consistent, high-quality training.

Computacenter implemented the TIDWIT Ecosystem Enablement platform, which centralized vendor content, automated updates, and provided real-time reporting, enabling rapid deployment and the creation of customized, cross-vendor learning experiences.

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RESULTS

The deployment of TIDWIT brought numerous benefits to Computacenter's Digital Services team. The out-of-the-box solution enabled full deployment in less than three months, significantly faster than the planned one-year internal development project on Microsoft Power Apps. This rapid implementation saved time and resources, allowing Computacenter to quickly ramp up to over 1,600 active users within 12 months. The ecosystem's flexibility allowed Computacenter to create hundreds of highly curated and relevant cross-vendor learning journeys, enhancing the relevance and engagement of their training programs. Real-time data and detailed reporting improved visibility into learner activity, providing valuable insights for continuous improvement and better decision-making. The enhanced user experience facilitated quick access to content, boosting learner satisfaction and engagement. Overall, TIDWIT transformed Computacenter's training operations and empowered it to foster a robust digital learning ecosystem. The success of the Digital Services team has led other Computacenter departments, including Global HR and Employee Enablement, to evaluate TIDWIT for their own learning and training needs, potentially expanding the platform's impact to tens of thousands of users.

The TIDWIT Ecosystem Enablement platform significantly improved training efficiency and engagement at Computacenter, leading to faster implementation, better user experiences, and expanded adoption potential across other departments.

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HIGHLIGHTS

- Rapid deployment of the TIDWIT Ecosystem within 3 months – significantly faster than the planned one-year internal development.

- Computacenter consolidated vendor and proprietary content on TIDWIT, streamlining the training process.

- Automated content updates and real-time reporting reduced manual effort and improved operational efficiency.

- Improved user experience and engagement with highly curated, cross-vendor learning journeys.

- Successful deployment led to potential expansion across other departments, increasing TIDWIT's impact.

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