



# Automating Telecom Vendor Consultant Onboarding with Integrated Learning and Credentialing

A SaaS platform owner creating educational content using Brightspace LMS. Manual badge issuance is cumbersome. This case study explores how they automated the process with a digital credentialing platform, streamlining badge delivery upon course completion.

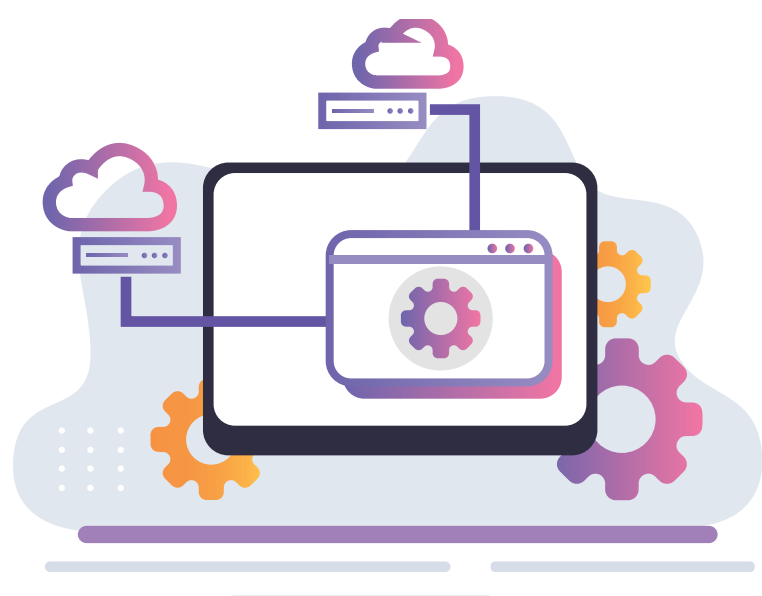
## Company Overview

A large Canadian telecom operator with a network of external consultants requiring specific training before deployment. Their onboarding process relied heavily on manual enrollment and data transfer, leading to inefficiencies.

## Challenges

- **Manual Enrollment:** Enrolling consultants in vendor-specific training courses within the LMS was a manual and time-consuming process.
- **Data Silos:** Disparate systems for onboarding (Salesforce) and training (LMS) created data silos, hindering progress tracking.
- **Inefficient Progress Reporting:** Manually tracking completion percentages and verifying eligibility for deployment was laborious and prone to errors.

## Solution Offered

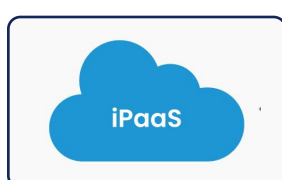


- **Vendor-Specific Course Enrollment:** Upon activation in Salesforce, consultants were automatically enrolled in the appropriate courses based on their assigned vendor.
- **Real-Time Completion Tracking:** LMS completion data was automatically transferred to Salesforce, providing real-time insights into consultant progress.
- **Automated Eligibility Confirmation:** Once a consultant completes the required training, their status in Salesforce is automatically updated to **"eligible for deployment."**

## Technology Implementation

The iPaaS platform orchestrated the data flow between Salesforce and the LMS. Additionally, Salesforce triggers and AppExchange packages facilitated automated enrollment and status updates.

## Technical Stack



## Results



**Reduced Onboarding Time:** Automating enrollment and data transfer significantly reduced time spent managing the onboarding process.



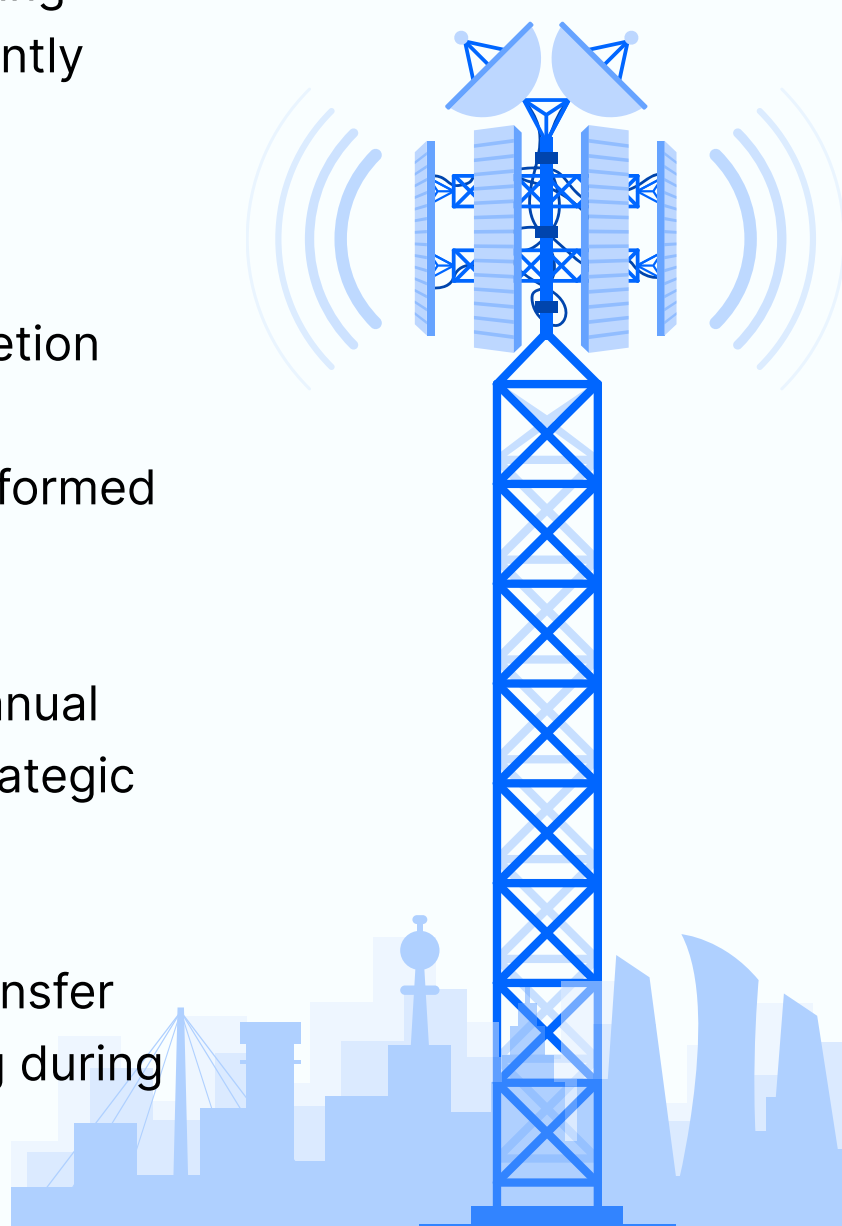
**Improved Visibility:** Real-time completion data provided better visibility into consultant progress and facilitated informed deployment decisions.



**Enhanced Efficiency:** Automating manual tasks freed up resources for more strategic HR initiatives.



**Error Reduction:** Automating data transfer eliminated the risk of errors occurring during manual updates.



## Conclusion

This case study demonstrates the power of integrating Learning Management Systems with onboarding platforms. This automation streamlined the vendor consultant onboarding process, improved efficiency, and ensured the timely deployment of qualified consultants.