



# Building Global Learning Excellence

*Solutions to challenges*

**In 2021, after successfully providing ad-hoc training sourcing support to Maersk, we were proud to expand our services to Maersk's Technology Academy.**

Operating as their L&D engine room we became responsible for the academy's global training operations, meeting specialist learning requirements and fast-paced needs of the technology business.

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# Building world-class capability

Maersk's Technology Academy wanted to develop 'world class talent' with an engineering mindset to help move from a product to a platform business. There was need to build internal capability, create focus on agile working and develop teams with design thinking excellence.

Our consolidated approach to managing Maersk's training has helped over 1400 employees across the globe with their learning, significantly increasing internal capability in several core areas including ITIL service management, Agile and Scrum, SRE, Cyber, Kafka, Oracle, Cisco, Kubernetes, Microservices, and design thinking.

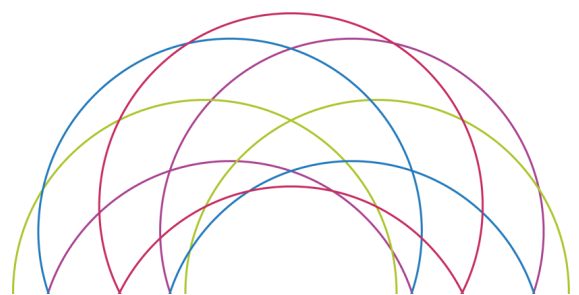
## Challenges & Approach

Maersk Technology Academy required a broad range of external knowledge to build internal skills, directly connected to a business outcome. Aware that no single training provider could fulfil their requirements they needed a learning services provider who would identify best-in-class providers, provide market insight and have the operational function for managing large scale organisational learning programmes.

Maersk quickly needed to upskill their employees in an agile manner, yet focus on cost, quality and structure.

### **We supported Maersk with a customised and quality training procurement process including:**

- Detailed supplier briefs and used our expert knowledge of the training marketplace to identify suitable external training providers
- Facilitation of stakeholder meetings, managed cost negotiations and content refinements
- Dedicated employee service desk and launch of an online booking platform



## Successful solutions

We continually enhanced our online booking platform to effectively manage delegate numbers, review attendance and seat utilisation. In 2021 seat utilisation reached 98%, demonstrating almost minimal waste against investment. This platform and our service support enabled us to collate valuable feedback and sync data to employee records – improving efficiencies and enhancing reporting data for all.

Taking it one step further for evaluation data, we developed a new technique of live polling within Maersk to gain instant feedback from employees about their learning. This new method improved the response rates from 36.8% to 92% response rate.

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# World-class learning muscle

## The results

Improving software engineering knowledge was a huge focus in 2021 for Maersk. Optimus led a procurement process to identify an expert learning partner for Site Reliability Engineering (SRE). The results – Maersk vastly increased their SRE capability, with an award-winning immersive SRE programme delivered to 150 employees so far and now in its 4th cohort.

Progressing their digital transformation journey, we've managed Agile and Scrum training including coaching for almost 400 employees. With over 200 professional scrum masters, 175 product owners and a resource of Agile and Scrum coaches we've supported Maersk in building company-wide standards in Agile working.

We also identified a suitable specialist partner to develop the critical and design thinking of over 75 senior managers - a vital skill to generate new ideas and think differently.



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## Efficient L&D operations & budget optimisation

Optimal budget utilisation was achieved through identifying quality learning solutions and reducing wastage with session numbers, achieving savings of over \$280,000 with our expert procurement support.

Our consolidated approach to managing Maersk's L&D operations with specialist sourcing expertise, dedicated service delivery, online booking systems and data management processes has removed all inefficiencies.

### We're proud to have achieved:

- Training for over 1400 delegates across 5 countries
- Global industry certifications for over 600 employees
- L&D contribution to 59th percentile Gallup score
- NPS score increased to 78
- Evaluation response improved from 36.8% to 92%
- Seat utilisation strengthened to 98% by end of 2021
- Cost savings of over 20% against an investment of \$1.2 million
- Management of 54 suppliers - smoother procurement & consolidated invoicing

**Optimus has risen to the challenge set by the Technology Academy, helping them to build world class capability. Maersk are ambitious, fast paced and we matched this, pushing ourselves as a company and individuals, continually learning and changing how we measure success. We've gone all the way, every day with the Technology Academy with much more to come!**



# Your expert learning & development support team

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