

# CASE STUDY

How India's Flag Carrier  
Airline Transformed Staff  
Training And Conquered  
Challenges!



## ABOUT COMPANY

Carrier Airline is a prominent ground handling organization that operates in six regions, providing essential services at airports. Their dedicated staff specialized in a range of crucial tasks, including baggage handling, custom services, and the efficient management of goods, including hazardous materials.



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## CHALLENGES FACED

- Limited computer literacy among the majority of staff.
- High-level periodic training required for roles handling dangerous goods.
- Need for a training team, data segregation for all six regions, and management of training approval hierarchy.

## SOLUTIONS GIVEN BY PARADISO

- The client benefitted from Paradiso LMS blended learning approach, allowing them to manage both self-paced and trainer/instructor-based learning, providing flexibility for their staff's learning preferences.
- Paradiso also provided a Multitenancy option, enabling the client to create sub LMS within the main system to efficiently manage specific departments or regions, ensuring targeted and customized training.
- To streamline attendance management and avoid trainer overbooking, we developed an ILT (Instructor-Led Training) module that facilitated mapping participants' attendance and scheduling multiple trainers for different dates.
- By utilizing Paradiso LMS's cost and budgeting module, the client could consolidate training budgets at the business and department levels, including all related expenses and sub-items, providing a centralized location for detailed analytics.
- Our software empowered airlines to create On-the-Job training programs by offering a template that allowed them to select specific training and assign trainees, providing flexibility and control over their training initiatives.
- With our platform's Multiple Reporting System, the client could accurately track the time invested in courses or training, facilitating annual auditing and ensuring compliance with reporting requirements.

## IMPACT & RESULTS

- 40% Improved Efficiency And Targeted Training Delivery
- 50% Betterment Attendance Management And Reporting Accuracy
- 30% Enhancement In Financial Oversight And Decision-Making
- 60% Improvement In Seamless Sharing And Collaboration Among Staff Members.
- 45% Accurate And Reliable Data For Annual Auditing Purposes