

Mazda streamlines training processes and obtains successful results with Moodle Partner Nivel Siete.



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Technology involved

Moodle SaaS on Amazon
Web Services

Customer

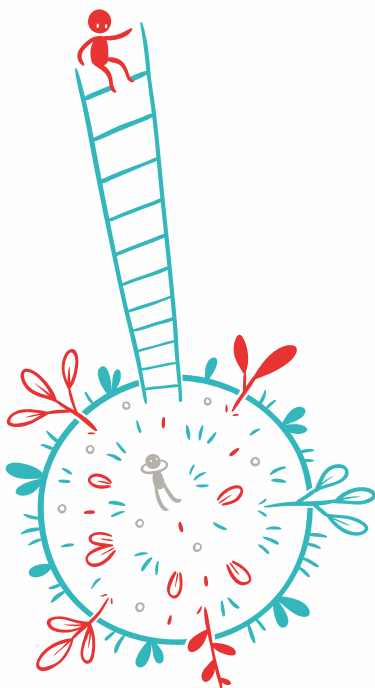
Mazda - CCA

Key person

Jairo Giraldo, Andean
Training Manager

"The assistance and support from Nivel Siete, has been very timely and effective"

**Jairo Giraldo, Mazda - CCA
Training manager for the
Andean Region**



The Customer

La Compañía Colombiana Automotriz - CCA, assembler of Mazda vehicles in Colombia, began operations in 1983. Has offered the Andean market vehicles that exceed customer expectations and generate brand loyalty. This organization also has been characterized by contributing to the development of their employees, their shareholders and society.

Mazda - CCA has different kinds of students in virtual courses from the company and the network of dealers, such as technical service advisors, parts advisors, business advisors, heads of workshop, managers, sales and after sales managers for a approximately a team of 800 people. Recently started to provide online courses to its employees and administrative staff of assembly plant as well.

The Challenge

The training department's goal, is to improve the skills of dealer network officials using face to face and e-learning programs.

Jairo Giraldo, head of training department, says that while costs associated with decentralized training in big cities were not that significant, was the training for province dealers the one reason that encouraged them to venture into e-learning.

"Mazda - CCA needed to expand the coverage of training, it was also necessary to reduce the costs of training for dealers, so they explored several possibilities finding among them Nivel Siete's Software as a Service for Moodle as the strongest option for their implementation" said Jose Diaz, Nivel Siete sale's manager.

The Solution

With Moodle SaaS the customer realized that a training program that uses e-learning the right way, can expand coverage without sacrificing quality and make your organization efficient and ready, virtual training programs can be updated permanently and can even be adapted to suit the user's needs.

The possibility that students could work 7 days / 24 hours at their own pace, in a robust and scalable platform was a technical reason which contributed to the decision to go ahead with the project.

"CCA-Mazda at first bought a small service package of Moodle SaaS because it would simply implement the post-sale service, seeing that it worked however, they launched new courses each semester, and then rolled out throughout the organization "said José Diaz.

Meanwhile, Giraldo adds "the first course, focused on metrology was intended for dealer's technicians, we believed at first that the profile of students less fitted the new form of training, but upon completion the results were very successful - 85% of registered technicians completed within the given time - therefore, we did change the perception of the technical profile and showed us that we could actually venture into this type of training for other profiles of the network".

The Results

As of December 2011, Mazda - CCA had certified a total of 1448 employees through online courses on a personalized Moodle Platform on the AWS cloud.

Since 2007, support and assistance included in Nivel Siete Moodle SaaS solution helps the department perform and focus on the training and dealer needs, not the technical issues.

The Moodle SaaS solution with Nivel Siete has a guaranteed availability of 99.9%, every time for any number of users, making it more reliable and elastic than any internal installation.



Project images and actual Moodle screenshot





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