

How AXIOM's Staff Augmentation Resources Supported a Busy Learning Organization

Background & History

In 2015, our client, a multinational insurance company, was facing the challenge of fulfilling internal and external training needs. Their business model required significant amounts of training for their field engineers and was critical to the success of their organization. They were working off of a priority project list that was extensive and put a strain on the internal enterprise learning team. This list of training projects was high exposure in nature and required resources that were not covered under the current budget and headcount parameters. With a list that was not going away any time soon, they came to AXIOM.

The nature and high number of projects required resources that had several skill sets and a desire to work in a fast paced environment on multiple projects at once. AXIOM met with the client to determine the profiles of the best people to support these needs. Through AXIOM's extensive vetting process, they were able to seek proven professional contractors who had experience in learning design & development, proficiency in multiple authoring tools, and project management expertise. In essence, that person became an extension of the client's learning team. The contractors chosen for these roles jumped in on ongoing, high priority projects and were managed by the client's team of internal enterprise learning professionals who monitored the projects, workload, and work quality of AXIOM's contracted professionals.



Challenge

Insufficient internal resources



Partnership

High level of trust



Success

Over 30 learning professionals placed

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Results that Speak Volumes

Upon success of the first placements, the client came to the determination that the staff augmentation approach, with AXIOM, was the best way to meet the ebb and flow of their project demands and training needs while not bringing on additional headcount. This provided the flexibility to address the high end skill levels in design, development, and project management required while keeping their headcount limitations in mind.

This has led to a successful partnership where the client knows they can contact AXIOM and expect a fast turnaround with the most qualified L&D professionals that fit into the culture and understand the work demands required.

To date, AXIOM has placed over 30 learning professionals since 2015 ranging from Instructional Designers, LMS Administrators, L&D Project Managers, eLearning Developers, and an AXIOM manager to manage the contract staff of AXIOM and non-AXIOM resources.

The high level of trust that has developed over time is the foundation of the strength of AXIOM's partnership with this client. In fact, the client turns to us for guidance and input as they embark on new initiatives and considers AXIOM a valued partner and a great part of their success.

