

# Training Feedback- TrainXL

FEEDBACK FOR YEAR 2014-2015

# Introduction

- ▶ Every year Enabled Business Solutions publishes the feedback from trainings conducted by us over the previous year.
- ▶ Why do this? The short answer is Transparency. The training industry is extremely competitive and we understand there are a number of providers out there. It is in the best interest of all those involved to be able to demonstrate and identify quality of trainers from the thousands available.
- ▶ It helps use measure the quality of our trainings and modify our approach if needed
- ▶ Trainers too need training and this report helps us identify hot trainings and topics that our clients are interested in.

# Some of the companies we trained this year



Bank of America



CGI



Honeywell



Mindtree  
Welcome to possible

Deloitte.



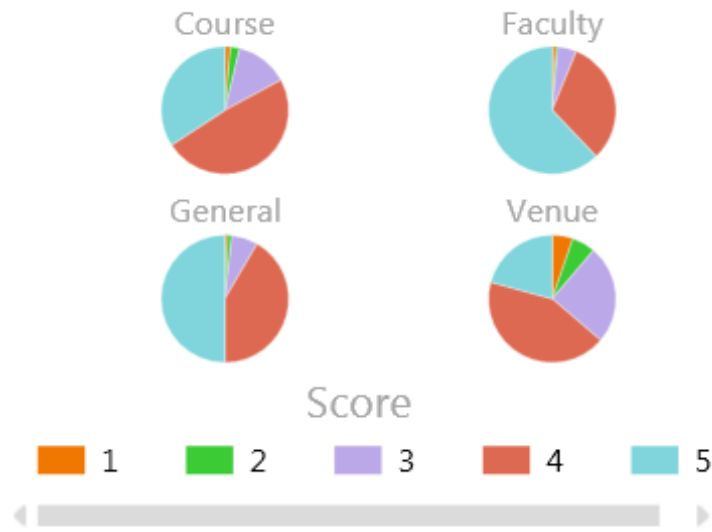
# Dashboard

## Trainings by Locations

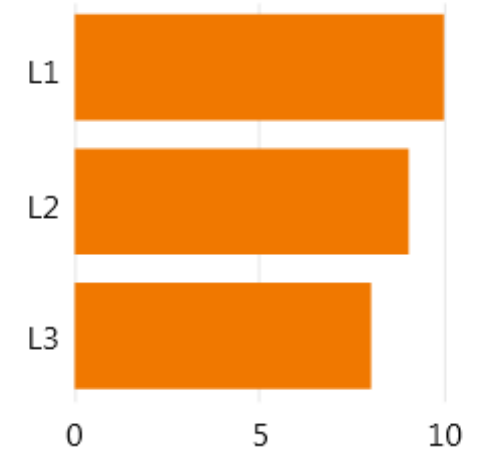


- Venue
- Bangalore
  - Chennai
  - Gurgaon
  - Hyderabad
  - Noida
  - Trivandru

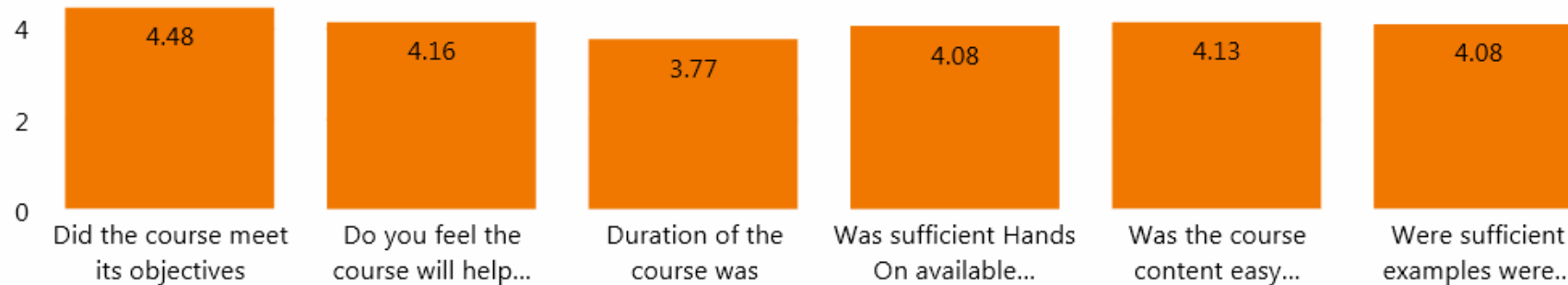
## Feedback Scores by Group



## Skill Level



# Course level feedback

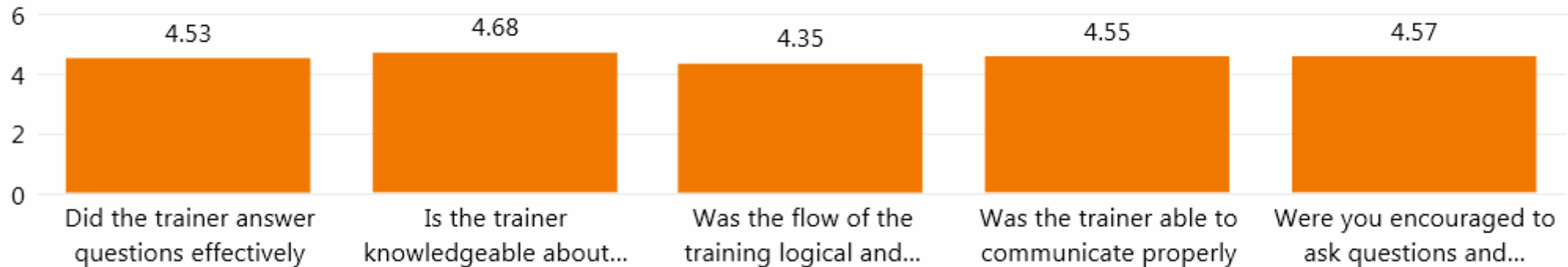


The feedback provided for this metric helps us identify if our course content was the right fit for the client. We have identified that duration for certain programs have to be increased in order to incorporate more discussions.

Balancing this with the need of the clients to finish trainings as soon as possible is a challenge mainly because:-

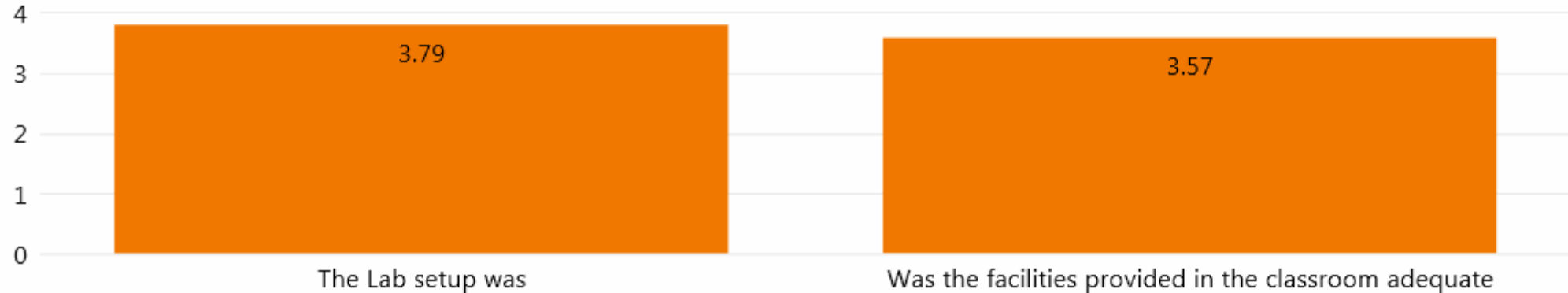
- Cost is a factor
- Employees be pulled away from projects affecting billing.

# Faculty level feedback



This metric helps us identify and reward trainers for the level of quality that they bring to their trainings. For the third year running this remains our strongest metric as has been proven by lavish praise from participants and LnD teams. As a side effect of the shorter duration of the trainings the trainers are having to rework their approach to ensure there is enough time for QnA as well as a logical flow of training. We hope to see these numbers improve this year.

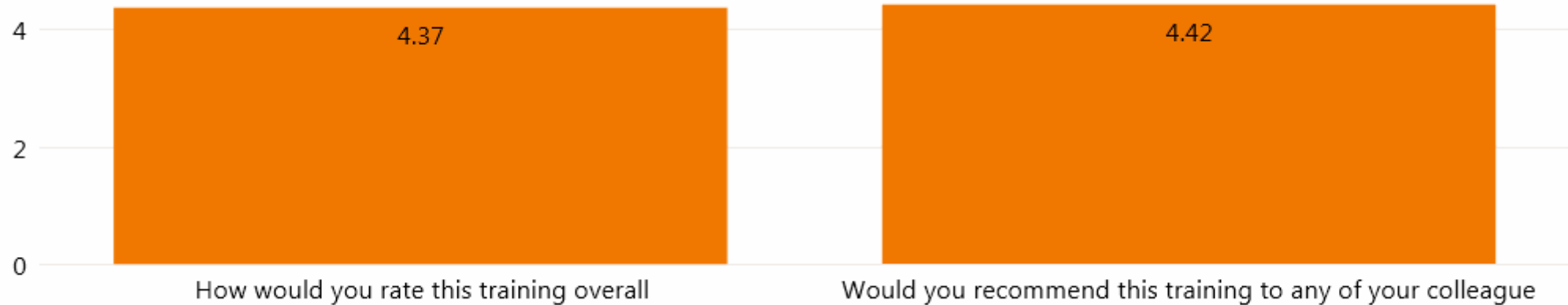
# Venue level feedback



This metric helps us identify venues and vendors who provide facilities for our trainings. To ensure the quality of the trainings are not affected drastically we monitor this metric to ensure poor performing venues are not selected for subsequent trainings or we put in additional effort to ensure the issues are not repeated.

**DISCLAIMER:** Enabled Business Solutions or TrainXL do not provide venue of lab facilities for any of its trainings. These are arranged by the vendor or the client at their discretion.

# Overall Feedback



This is a key metric for our clients in order to measure the success of the training. While we have been able to ensure the overall strong results of this metric it has often taken a hit due to poor infrastructure support from venue and incorrect lab setup.

Further Analysis shows that this metric often takes a hit because it is asked immediately after Venue feedback.

We hope to see this metric improve significantly with our cloud based infra offering being launched this year.



# Additional Info

- ▶ Like last year we have seen mostly repeat clients this year as well.
- ▶ The number of trainings for SQL 2014 has only started to pick up and we anticipate significant increase in this program this year.
- ▶ Last year there was a strong focus on MSBI related trainings while this year we notice that Administration programs are driving most of the requirements.
- ▶ Our Performance tuning trainings are a big hit with developer, BI professionals and DBAs
- ▶ This year will be about improving the quality of the entire training experience for everybody. One way we hope to achieve this is by working with **fewer** companies in more ways than vice versa.

# Goals for 2015-2016

- ▶ Increase the visibility of TRAINXL
- ▶ Increase the exposure of Enabled Business Solutions as a training provider
- ▶ Improve the reputation and visibility of our trainers within their respective communities.
- ▶ Work with few exceptional clients to improve the relationship we have with them and become a core part of their LnD strategy.
- ▶ Work with partners to identify and fix common issues that have been identified.

# Summary

- ▶ 2014-15 has been a strong year for trainings at Enabled Business Solutions.
- ▶ We have retained almost all our clients from the previous year.
- ▶ We are a trusted partner for our clients and often the preferred vendor for SQL Server Trainings.
- ▶ Despite not increasing the training rates this year we are able to exceed our stretch target due to increase in number of trainings.
- ▶ We will focus on improving our exposure in North India and overseas this year as the demand for our trainers from these locations have increased.