

CASE STUDY

Accelerating Global Agent Readiness Through Modern Learning Design

Ardent

The Challenge

When one of the nation's leading telecom providers set an ambitious goal to reduce new hire ramp time for their global support teams, they knew incremental changes wouldn't cut it. With operations spanning 25 states and a mix of rural and urban markets, the company needed a training solution that was modern, modular, measurable — and fast.

The Partnership

That's where Ardent came in. From our first conversations, the client made it clear: this wasn't just about better slides or shorter sessions — it was about rethinking how people learn, practice, and perform in real-world roles.

Through a discovery process that included stakeholder interviews, data analysis, and industry benchmarking, we collaborated to co-create an entirely new onboarding experience — one that balanced structure with flexibility, content with context, and measurement with meaning.

Over the course of seven months, we developed five end-to-end curricula tailored to specific roles and learning goals. The final solution included more than **250 deliverables** across **146 hours of learning** — all designed for seamless delivery across internal and external systems.

We wove in KPIs from day one so learners could connect their actions to performance outcomes. We built simulations and hands-on practice using real systems. We introduced gamification and storytelling to engage both the head and heart. Knowledge checks were continuous. Confidence-building was intentional. Assessments were embedded in the flow and not tacked on at the end.



They needed more than a refresh. They needed a transformation.

WE DEVELOPED...



vILT's



Job Aids



Videos



Wbt's



The Impact

While the program is still in its early phases, initial results already show promise. In the first 3–5 weeks, the client reported increases in Net Promoter Score and First-Time Resolution—two of their most closely watched indicators. Transfer rates and non-productive dispatches also declined.

Beyond the numbers, the feedback from internal teams has been overwhelmingly positive. Facilitators are energized by the new format. Learners are more engaged. And the organization finally has a curriculum that reflects both the pace and priorities of the business.

Why Ardent?

When asked why they chose Ardent over other vendors, the client didn't hesitate. It wasn't just the solution — it was the relationship.

From flexible pricing to flexible thinking, Ardent delivered not just what the client asked for — but what they hadn't thought to ask yet.

“They came to the table already thinking like us, not salesy. Just smart, curious, and committed. They understood our brand, our goals, and the level of partnership we were looking for.”

— Client Stakeholder

Looking to reimagine your onboarding experience?

Let's build a workforce that's ready faster, smarter, and stronger.

 GET IN TOUCH

Ardent

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