



TCS selected the GlobalEnglish One platform for its efficacy, scalability and financial viability.



Tata Consultancy Services (TCS) is an IT services, consulting and business solutions organization with more than 360,000 employees representing 129 nationalities across 45 countries.

Selective Learning Builds Business Proficiency

Business Need

As its global footprint expanded, TCS was looking to ensure that its diverse workforce had the necessary Business English proficiency to conduct business and collaborate with teams globally.

TCS was looking to move away from traditional instructor-led training to a more flexible program that allowed employees to acquire new skills on their own time, at their own pace and in their own space.

They also wanted a program that would quickly show demonstrable Business English improvements in the workplace.

Solution

TCS selected the **GlobalEnglish One** platform to develop an on-demand solution with 10 levels of interactive Business English coursework, speaking and pronunciation tools, and live virtual group classes.

The program was designed to deliver immediate results by providing on-the-job support for work tasks—such as writing emails—as well as contextual and cultural learning that could be directly applied to more complex duties, like negotiating, giving presentations, holding conference calls and writing business documents.

Employees were able to be selective in the learning, with anytime, anywhere access on a variety of devices across different environments.

Outcome

Surveys conducted for business leaders showed at least a **20% improvement in working relationships and productivity** and a **33% improvement in time efficiency and customer satisfaction**.

71% of learners successfully **advanced by at least one learning level in four months**, exceeding expectations of a normal course deployment.

A pilot program offered access to employees' family members at a subsidized cost. This enhanced the employee experience—enabling them to practice at home—and created a positive impact in local communities.