

CASE

Case Study: Talent Development

Dexian Empowers In-House IT Team through Training Solution

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CLIENT:

A health insurance provider serving 3.5 million individuals and groups.

Challenge

The client wanted to grow its in-house Salesforce capability. The goal was to reduce dependence on third-party vendors, and to improve the economics of ongoing systems maintenance. The client also required a training solution which could be delivered with minimal disruption to ongoing work responsibilities.

TRAINED

45

Students

SKILL SETS

- Salesforce Admin and Developer

Solution

Dexian delivered a blended learning approach that combined self-paced learning modules with live virtual classes. The program focused on two sequential tracks, Salesforce Declarative and Salesforce Developer, mirroring a client-specified subset of "Trailhead" learning outcomes. The training design incorporated a highly practical approach with student projects developed from the client's backlog of existing system updates. During the learning process, students were assigned to scrum teams and received coaching during the project modules.

Outcome

The training successfully delivered a blended learning approach, combining publicly available "Trailhead" content with instructor-led, project-based training. The program also successfully lowered the client's Salesforce maintenance costs.

Key outcomes:

- Designed a bespoke training program that combined publicly available Trailhead content with client-specific application
- Implemented a cost-effective strategy for maintaining third-party-developed Salesforce instances

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STUDY