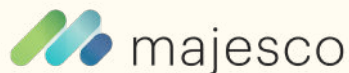


How Majesco's **experiential learning approach** resulted in \$300K savings and accelerated job readiness.



Company

Majesco

Industry

Insurance

Employees

2,200+

First Skillable lab

Launched in 2023



How a “Teach me, Show me, Let me try, Test me” experiential learning approach saved Majesco \$300K each year and accelerated the job readiness of their learners.

Company overview

Majesco is the partner that property and casualty (P&C) and life, annuity and health (L&AH) insurers choose as the catalyst for their digital transformation journey. Their powerful cloud-based platform bridges the gap between a traditional insurance industry mindset and a pure digital approach. Majesco's dedication to innovation and customer satisfaction is why they're ranked the #1 leader in the Quadrant Knowledge Solutions SPARK Matrix for P&C Core Insurance and Life Insurance Policy Administration System.

Unprecedented growth, numerous acquisitions and an unexpected pivot to remote work during the pandemic provided Majesco the opportunity to re-evaluate their traditional instructor-led (ILT) and sandbox-focused training program. In addition to M&A activities, they are continuously developing new capabilities and solutions, which are adopted by employees, Systems Integrator (SI) partners and customers. Majesco's executive team knew the most effective way to learn is through practice, so they implemented an updated learning philosophy and coined the architecture “Teach me, Show me, Let me try, Test me.”

Majesco's new, experiential learning-based strategy—which included replacing costly, cumbersome training sandboxes with Skillable's scalable, virtual lab platform—quickly upskilled more than 475 learners, saved them \$300,000 in annual costs and decreased time to competency.



Challenge: Rapidly upskill and validate job readiness for 1,600+ people.

Tremendous growth—including numerous acquisitions and a portfolio of 25+ products—was the catalyst for Majesco evaluating their existing learning approach and curriculum.

“Since 2020, we’d acquired multiple organizations and expanded our product base,” Jennifer Messersmith, Majesco’s Chief Learning Officer, explained. “We had to ramp up and deploy a large chunk of our organization to work, but our existing learning modalities simply couldn’t keep pace and we were finding our people were not actually ready for certain parts of their roles.”

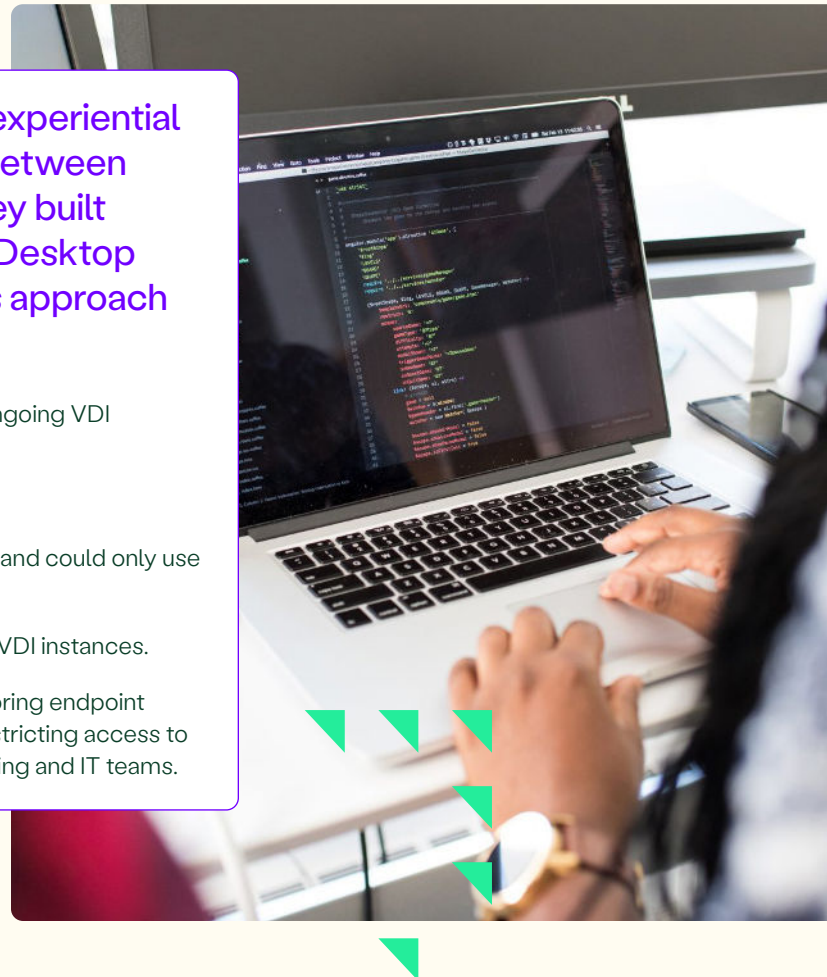
This lower productivity and quality of work cost Majesco time and money while also impacting people’s confidence to do their jobs.

Historically, Majesco’s learning programs were heavily focused on ILT and self-paced video training. However, it wasn’t hitting the mark for job readiness. After completion, some learners were still not able to complete basic, fundamental tasks required for their role, which caused challenges for staffing projects without impacting productivity and additional workloads for subject matter experts (SMEs) since employees turned to them to complete work.

“It was not true eLearning,” Jennifer noted. “We’d record a Teams meeting, PowerPoint presentation or product demo and then post them as educational resources. We knew we could provide a higher quality learning experience.”

That’s when Majesco first introduced an experiential training element to help bridge the gap between learning and a live work environment. They built sandboxes of their software via a Virtual Desktop Infrastructure (VDI) environment, but this approach had numerous challenges:

- ▶ **Costly** – Cloud consumption/management and required ongoing VDI allocation monitoring.
- ▶ **Unreliable** – Frequent downtime and troubleshooting.
- ▶ **Inaccessible** – Learners had to wait for sandbox availability and could only use them for fixed periods of time.
- ▶ **Resource-intensive** – Had to repeatedly create and delete VDI instances.
- ▶ **Security risks** – Maintaining correctly patched VDIs, monitoring endpoint devices to mitigate potential network vulnerabilities and restricting access to privileged data required vigilant oversight for both the learning and IT teams.



After Majesco calculated the opportunity costs of their tech teams redirecting time and their students delaying assignments, it became abundantly clear that continuing with this solution was expensive and unsustainable.

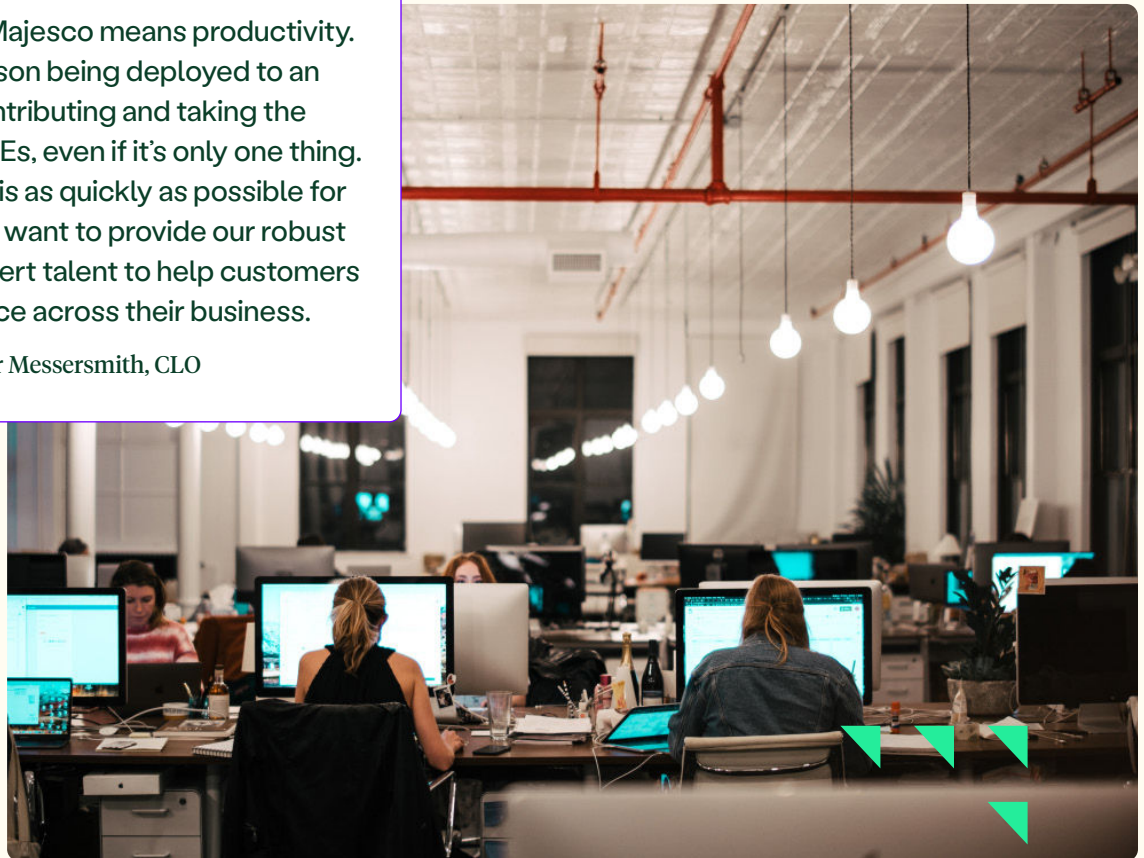
Even more complexity was added when COVID-19 and The Great Resignation hit. Majesco had to stop their in-person training and immediately pivot to remote learning. Like most companies, they were impacted by some loss of subject matter expertise across their product, services and support teams, so “the race was on” to replace institutional knowledge from within and via new hires.

“We needed to mobilize a new learning strategy that allowed us to upskill our resources making them job ready and productive as quickly as possible,” Jennifer said.

What is “job ready” at Majesco?

Being job ready at Majesco means productivity. It looks like a person being deployed to an assignment, contributing and taking the workload off our SMEs, even if it’s only one thing. The goal is to do this as quickly as possible for our customers. We want to provide our robust technology and expert talent to help customers deliver excellence across their business.

– Jennifer Messersmith, CLO



Solution: Upgrade unstructured sandboxes to virtual labs.

Majesco's new learning model is based on the "3 Es: Education, Experience and Exposure."

In practice, this looks like 10% focused on learning, 20% on assignments and 70% on validated, hands-on experiences. Their new education architecture of "Teach me, Show me, Let me try, Test me" advanced them from knowledge-based training and completion metrics to true skill development through experiential learning and practice.

"Our old, 'lecture-style' approach didn't really account for how most adults learn. We retain little of what we see and hear, but 70% of what we experience. That's why we wanted to add quality, hands-on learning experiences that could rapidly build and validate job readiness," Jennifer explained.

Majesco's education architecture.

10% Teach me	20% Show me	70% Let me try	Test me
Implemented a new learning management system (LMS) to provide a centralized learning hub.	Created training sessions where learners could watch SMEs perform the work/skills they just learned.	Replaced their 40+ high-maintenance sandbox instances with Skillable's scalable, hands-on learning experiences.	Integrated skill validation and low-stakes Performance Testing (PBT) into eLearning.
Redesigned their classes and added micro-learning and self-paced learning to improve training engagement.	Incorporated demos into eLearning modules so learners could "see" what they are going to do before jumping into hands-on exercises.		Added boot camps with scored labs and proctored assignments for ILT.
			Implemented 30- and 60-day assessments for on-the-job evaluations.



Majesco's Enterprise and Partner Education Plan for content includes two boot camps per quarter, Skillable experience-based labs, core products training and standing up at least two Skillable Studio environments for custom lab development.

How Majesco partnered with Skillable.

In addition to skill validation capabilities, Majesco selected Skillable because:

- ▶ **Skillable's platform integrates with their new LMS** and provides lab environments that are easy to access, modify and manage at a cost saving.
- ▶ **Skillable gives Majesco the ability to measure outcomes through assessment tools and performance metrics**, providing the ability to track learner progress over time and see tangible results from their investment in learning and development.
- ▶ **Majesco can customize their labs to their unique needs and challenges**, allowing them to build experiential learning solutions that address specific learning gaps and objectives for their organization.
- ▶ **Hands-on learning is key to making their workforce productive** because Majesco can leverage labs to expand their experiential learning program and emphasize hands-on activities and real-world scenarios. This provides learners practical opportunities to apply their knowledge and skills in a supportive environment.
- ▶ **Skillable's partnership is vital**, and they have access to Skillable's Professional Services team for faster development cycles.

Majesco launched in only four months.

To meet Majesco's need to rapidly upskill team members, they engaged Skillable's [Professional Services team](#) to help develop their first training toolkit. It included five 20-minute labs with a scored exam to accompany an established learning program. In addition to getting in market faster, it also provided a highly tailored onboarding experience for Majesco's Lab Developers and Trainers to learn best practices from Skillable's team of expert Instructional Designers and Lab Authors.

About Skillable.

Skillable provides experiential learning and skill validation solutions tailored to each organization. The performance-based skill intelligence from the completion of labs proves skill development and drives confidence and job readiness.

Learn more at [Skillable for Your Employees](#).

“Skillable worked with us to find the best way to assimilate all our learning varieties. Most importantly, they gave our learners a safe space where they can dive deep into training and practice skills in a real-world environment, building confidence in their abilities and the knowledge they are ready for their next assignment.”

– Jennifer Messersmith, CLO



Results: A faster, sustainable, evidence-based path to a job-ready team.



475+

Learners reached



30+

Labs created



\$300K

Saved annually (vs sandbox costs)



Reinforcing Majesco's move to a self-service, continuous learning model for employees, customers and partners that supports a global organization



Improved resource allocation



Increased learner satisfaction scores related to Skilable labs vs demos

Skilable is the tool that made our 'Teach me, Show me, Let me try, Test me' architecture possible. We built a training environment that fully encompasses the process of upskilling our learners so they can confidently move forward in their roles and we can drastically decrease our onboarding times. The labs are in high demand. We literally cannot produce them fast enough.

– Jennifer Messersmith, CLO

To date, Majesco's new education architecture has been very well received. Learners are more engaged, report better skill retention and take less time to upskill or demonstrate competencies. Majesco's roadmap includes expanding experiential learning across other products in their portfolio for improved enablement.

Majesco's education team built an evidence-based learning program using high-fidelity training environments that capture reliable skill data for more informed learning and business decisions.

Other key program wins include:

Significant cost savings.

Majesco determined their annual spend to set up, maintain and tear down their sandbox environments was \$300,000. “The savings were significant. As we expand Skillable’s platform to other products in our portfolio, there are even greater savings. Plus, managing sandboxes is not exactly the fun stuff our tech team likes to do, so it was a big win on multiple levels – both cost and employee engagement.”

Improved learner confidence.

After leveraging virtual labs and scenario-based assignments, Majesco’s team is more confident when they’re assigned new projects or roles. “They feel good about what they learned and that they’re equipped to do their jobs. For example, we leverage labs to teach our developers how to configure our products. We’ve seen fewer defects and a reduction in time to make product configurations on our projects.”

Better resource allocation.

Instead of monitoring and troubleshooting VDI environments, Majesco’s education team is refocused on strategic learning initiatives. Their IT team spends far less time supporting their labs (versus sandboxes). And Majesco’s security team has put VDI security concerns to rest. “With Skillable maintaining our environment, our teams can refocus on higher priority, more value-added work.”

On-demand learning access.

The Skillable lab environment automatically scales and has faster updating and processing times. “Our learners don’t have to wait for an ILT session or VDI availability. They can start skill-specific, hands-on training the moment they are ready. This accessibility has been incredibly beneficial.”

Automated skill validation.

Before Skillable, Majesco SMEs and Instructors had to manually score learners’ assignments. This required hours of additional SME time and learners had to wait for their results. With Skillable, Majesco automated the process via [scored labs](#) which freed their team to focus on higher value activities and improved the learner experience by providing them with immediate results.

Pursuing evidence-based job readiness and skill validation.

Majesco’s new training program is being built on scenario-based, real-world practice environments. This experiential learning approach will produce performance-based evidence and skill data to support who’s correctly upskilled and ready to be on the job.

“Successful companies today need to lead with innovation. If you do, you also need to invest in solutions that prepare your workforce to execute on that strategy. Partnering with Skillable rounded out our experiential learning approach and took it to the next level. We’ve already seen success with our program, and I look forward to continuing our journey across more products in Majesco’s portfolio.

One key piece of advice I would offer a company transitioning to an experiential learning approach is to foster a culture of openness and adaptability. Creating an environment where experimentation and learning are valued is key. We want our employees to feel empowered to explore, try new things and have confidence in their abilities. Our partnership with Skillable is helping us achieve that goal.

– Jennifer Messersmith, CLO



Build a **people-first program** that decreases time to competency and develops a more confident, job-ready workforce.

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