

Technowrites Corporate Training Case Study



Tech Mahindra

Tech Mahindra is a global IT service provider company having their headquarters in Pune, Maharashtra. Tech Mahindra is a global system integrator and a business transformation consulting firm focused on the communications industry. Tech Mahindra helps companies to innovate and to transform by leveraging its unique insights, differentiated services and separate partnering models.

Client's Challenges	<ul style="list-style-type: none"> Poor documentation Lack of knowledge about process writing 		
Training Completed	<ul style="list-style-type: none"> Training at Tech Mahindra Mumbai and Pune offices for different departments of Tech Mahindra 		
Training Duration	64 Hours (total of all batches)	Training Locations	<ul style="list-style-type: none"> Mumbai Pune
Batches	4	Tool	<ul style="list-style-type: none"> MS Word MS PowerPoint Adobe Captivate
Training Highlights	<ul style="list-style-type: none"> Trainer provided two days training in Technical Writing for Tech Mahindra technical writer's team. Trainer provided two days training in Instructional Design for Tech Mahindra for instructional designers team. Trainer provided one day training in Process Writing and helped trainees write SOPs. Trainer gave a demo of MS Power Point features (specifically on-demand from the trainees, after the training schedule was over). 		
Participant Takeaways	<ul style="list-style-type: none"> Printed booklets Exercise sheets Ready to use checklists for documents and CBTs 	<ul style="list-style-type: none"> Reference material MS Word Macros Templates for Storyboards 	

Note: Technowrites conducted four training sessions for The Mahindra. This is a combined casestudy for all of them.