

# VodafoneZiggo Success Story

Award-Winning Onboarding Transformation



**NEXT  
LEARNING  
VALLEY.**

## Award-Winning

VodafoneZiggo's onboarding program received the prestigious 'Judges' Impact Award' at Learning Pool Live in London for its exceptional impact.

## Client details

Company Name: VodafoneZiggo  
Industry: Telecommunications  
Size: Over 7,000 employees  
Products/Services:  
telecommunications

# The Challenge



## Aligning Onboarding with **Business Goals**

In 2020, VodafoneZiggo set out to enhance employee engagement and improve service quality by aligning onboarding with organizational goals.

Traditional onboarding was too rigid and time-consuming. VodafoneZiggo needed a flexible, engaging, and efficient learning experience. Next Learning Valley provided the solution.

## Key objectives



**01** Increase employee retention, sales, and product knowledge



**02** Ensure 'first-time right' customer interactions



**03** Motivate new employees before they even start



NLV Success Stories



# The Solution



## Personalized Learning with StreamLXP

Next Learning Valley implemented StreamLXP, part of its Learning Suite, to address the challenges with a tailored approach.

By integrating focus areas and interactive learning, VodafoneZiggo built an engaging, high-impact onboarding experience that directly contributed to business success.



NLV Success Stories

### Reducing Onboarding Time & Increasing Efficiency

- Traditional training methods were lengthy and overwhelming. By implementing personalized learning paths, new hires could progress at their own pace while focusing on role-specific skills.
- The structured yet flexible learning approach reduced total training hours from 184 to 116, allowing employees to become productive faster.

### Ensuring First-Time Right Customer Interactions

- Through a competency-based learning approach, employees were trained to handle real-world customer scenarios effectively.
- Continuous feedback and assessments ensured that employees mastered necessary skills before interacting with customers.

### Enhancing Employee Engagement & Knowledge Retention

- With social learning components, employees could collaborate, share insights, and reinforce learning through peer interaction.
- The introduction of on-demand learning enabled employees to access relevant materials anytime, improving retention and engagement.

### Improving Workforce Stability & Motivation

- The onboarding journey was extended strategically, focusing on upskilling and professional growth, increasing employee retention by 20%.
- By engaging employees even before their first day, VodafoneZiggo ensured a seamless transition into their roles.



# The results



## Higher Employee Satisfaction & Engagement

- With the support of NLV, employee satisfaction scores increased from 7.3 to 7.9 within the first 20 weeks of onboarding.
- Employees reported feeling more confident and prepared, leading to better workplace engagement.



## Stronger Employee Retention

- With NLV's guidance, employee retention improved by 20%, reducing the need for frequent new hiring and onboarding cycles.
- A structured learning journey led to increased long-term commitment from employees.



## Better Customer Service Performance

- Employees provided more accurate first-time solutions, reducing repeat customer inquiries and increasing efficiency.
- Improved competency in customer interactions led to higher customer satisfaction.



## Faster Onboarding & Productivity

- With the implementation of NLV's Learning Suite, training time was reduced from 184 to 116 hours, accelerating the time to full productivity.
- New hires were equipped with the necessary knowledge and skills earlier, contributing to business performance sooner.



# Next steps

Interested in seeing how Next Learning Valley can help transform your organization's onboarding process or **personalized learning strategy**?

Get in touch with us

## NEXT LEARNING VALLEY.

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