



“Jhana’s just-in-time solution operates in sync with our coaching interventions and management workshops, helping us provide first-time and frontline managers with an exceptional blended-learning experience.”

**Simon Cooper, Senior Director of Organization Effectiveness**

# Informatica:

Gaining competitive advantage by developing first-time managers.

## Executive Summary

Amid intensifying competition to attract and retain great employees, Informatica views effective managers as a powerful competitive advantage. That’s why developing first-time and frontline managers is a key company priority.

But this pivotal group was underserved by Informatica’s existing eLearning programs, which weren’t specific to new managers. To fill this strategic gap, Informatica turned to Jhana.

## Challenge

Traditional eLearning software had unsatisfactory usage. “We already had eLearning software, but usage wasn’t where we needed it to be,” said Simon Cooper, senior director of organization effectiveness at Informatica. “The content was a bit generic, and the navigation wasn’t ideal as a just-in-time solution. It wasn’t the best fit for our managers.”

Current eLearning offerings weren’t tailored to first-time and frontline managers. Cooper needed a solution that would meet the specific needs of this group of managers. He envisioned a blended-learning approach that combined Informatica’s in-person workshops with a just-in-time resource that managers could access in the moment of need.

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## CLIENT SNAPSHOT



# Informatica

### Website

www.informatica.com

### Industry

Data Integration Software

### Number of Employees

3,600

### Opportunity

Create an eLearning solution that would meet the specific needs of first-time and frontline managers.

### Solution

Jhana

*Jhana*

A FRANKLINCOVEY® COMPANY

Jhana disseminates relevant, bite-sized content and learning tools for managers and leaders. It further expands the accessibility of the FranklinCovey All Access Pass® content by providing just-in-time, “topic-specific” leadership and management content, as well as best practices and tips, in an easily digestible format.



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The FranklinCovey All Access Pass® allows you to expand your reach, achieve your business objectives, and sustainably impact performance. It provides access to a vast library of FranklinCovey content, including assessments, training courses, tools, and resources available live, live-online, and On Demand.

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### Solution

Informatica rolled out Jhana to every people manager at or below director-level, serving a total of 450 managers.

Sixty HR and L&D employees who deal with talent development were also included in the rollout.

### Results

Jhana adoption has been strong when compared to Informatica’s previous eLearning solution, and better than the company has seen from other eLearning partners.

Cooper’s team has also received overwhelmingly positive feedback about Jhana from both managers and HR alike. Since Jhana launched, some senior leaders who weren’t included in the initial rollout have even requested access.

Overall, Cooper is very pleased with Jhana’s usage and high content quality. He’s an especially big fan of Jhana’s newsletter, which drives managers to the platform every week with relevant tips and new content.

“We bought Jhana to support our first-time and frontline managers. As the just-in-time component of our blended-learning program for this audience, it’s an ideal fit.”