

Fortune 500 Telecommunications Services Company

Introduction

This case study of a Fortune 500 telecommunications services company is based on a February 2021 survey of Udacity customers by TechValidate, a 3rd-party research service. The profiled company asked to have their name blinded to protect their confidentiality.



“Our engagement with Udacity started when we were just beginning our digital transformation and our key driver was providing opportunities for 200k employees to reskill, knowing the talent pool in the coming 3 – 5 years would be very competitive in these areas.”

Challenges

The business challenges that led the company to evaluate and ultimately select Udacity included:

- A shortage of practitioner-level technical skills to implement or support business transformation initiative
- Attracting tech-savvy talent due to increased competition
- Needing to develop data-driven culture to improve operational excellence or customer experience
- Building a talent pool with a deep understanding of technologies such as autonomous vehicles or robotic process automation for product and service innovation
- Enhancing the Learning & Development function to support career-long learning
- Market disruption resulting in a need to redeploy & reskill non-technical staff

Use Case

Udacity helped the organization to address the following business objectives:

- Increasing the pace of digital transformation initiatives
- Bridging a technical skills gap
- Increasing workforce productivity
- Strategic workforce transformation
- Becoming a data-driven organization

“Udacity has been deployed as an enterprise level offer that is available to all management employees to consume on their own time. Many business units have utilized Nanodegree programs for focused structured campaigns to upskill key groups of employees.”

Udacity upskilled their workforce in the most in-demand emerging technology fields, such as:

- Artificial Intelligence & Machine Learning
- Data Science
- Programming & Development
- Cloud Computing

The organization rated Udacity as significantly better on the following compared to competitive solutions:

- Focus on core or emerging technologies
- Projects reviewed by human experts
- Project-based learning
- Graduates are ready to apply practitioner-level skills
- Online, self-paced learning
- Mentor support for learners
- Dedicated customer success manager

“The depth of content and practitioner level training allows for skills to be applied immediately upon completion of Nanodegrees.”

Results

The company achieved the following results with Udacity:

- Upskilled employees in cutting-edge emerging technologies
- Reduced risk and increased the pace of digital transformation initiatives
- Experienced a meaningful impact on revenue (i.e. resulting from productivity gains, employee retention, project delivery & automation, risk reduction)

Company Profile

The company featured in this case study asked to have its name publicly blinded because publicly endorsing vendors is against their policies.

TechValidate stands behind the authenticity of this data.

Company Size:
Fortune 500

Industry:
Telecommunications Services

About Udacity

Udacity’s mission is to train the world’s workforce in the careers of the future. Every industry is being impacted by modern technology. As companies everywhere adapt and transform their businesses, they’re looking to hire people with the tech skills to match their goals. We work with the world’s technology leaders to teach these critical tech skills through our powerful and flexible digital education platform

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