

# Global 500 Professional Services Company

## Introduction

This case study of a Global 500 professional 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.



“With the new skills gained through Udacity programs, our teams have managed to win new work and improve on the quality and overall value proposition of existing client engagements. We have also experienced higher retention and employee satisfaction.”

## Challenges

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

- 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 robotic process automation for product and service innovation

## Use Case

Udacity helped them address the following business objectives:

- Increasing the pace of digital transformation initiatives
- Accelerating product or service innovation
- Strategic workforce transformation

Udacity upskilled their workforce in Artificial Intelligence & Machine Learning, Data Science, Product Management and User Experience.

The company rated Udacity as 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

## 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

The company identified the following significant improvements since using Udacity:

- Delivery of digital transformation projects
- Practitioner level technical skills
- Customer experience

### 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:  
**Global 500**

Industry:  
**Professional 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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