



CASE STUDY

LEARN HOW ENPHASE REVOLUTIONIZED THEIR EMPLOYEE EXPERIENCE USING EDCAST LXP

BRIEF ABOUT THE CLIENT

Enphase Energy, Inc. a global energy technology company headquartered in Fremont, CA, is a leading supplier of microinverter-based solar and battery systems that enable people to harness the sun to generate, use and save their own power—and monitor it all with a smart mobile app. The company revolutionized the solar industry with its microinverter-based technology and builds all-in-one solar, battery, and software solutions. Enphase has shipped more than 48 million microinverters, and over 2.5 million Enphase-based systems have been deployed in more than 140 countries.

Enphase has more than 259 US patents and over 91 non-US patents with a track record of energy technology innovations. Enphase builds solutions that address industry problems in bold new ways; solutions that their customers can trust; and solutions that contribute to a more sustainable planet.

ENERGIZING ITS WORKFORCE

As Enphase evolved embracing both tough challenges and incredible opportunities in the solar energy industry, the company knew that it was time to prepare its employees for the jobs of tomorrow.

It was time for Enphase to invest in effective learning solutions, systems and a structured ecosystem for their employee's growth as it prepared for a robust Learning and Development Strategy. In 2021, Enphase set up the Learning & Development (L&D) function to play a strategic role in motivating, engaging and developing employee capabilities at Enphase. The key talent development challenges that Enphase geared to address were:

- Add a structured approach to improve and develop employees' skills
- Define a career path for employee growth and retention
- Enhance collaboration and knowledge sharing, to augment:
 - A fantastic new employee onboarding experience
 - Smooth communication channels across departments to share projects and resources
 - Increase in workplace transparency for the employees
- Build leadership development, talent management strategies and career development, thereby increasing employee satisfaction and retention

SOLUTION: EDCAST LEARNING EXPERIENCE PLATFORM

EdCast offered an intuitive learning platform which was available anytime & anywhere to their employees as per their needs. Enphase employees got the opportunity to develop relevant skills needed to achieve their professional development and career goals. EdCast LXP was integrated with other learning portals like edX, Khan Academy, Safari books etc. in order to bring the best learning content to their employees.

Enphase had limited internal content available during the implementation; that's when the **AI-driven content recommendation engine** of EdCast helped their employees with relevant learning content based on their interests and learning aspirations. EdCast LXP's content recommendation engine was a good start and allowed time for Enphase's L&D team to add internally developed and curated content on the platform. Key focus areas for LXP deployment at Enphase include:

NEW EMPLOYEE ONBOARDING

EdCast LXP helped in New Employee Onboarding by building awareness about the company and its products for a smooth transition to their roles. The objective was to make new employees productive within 45 days of joining. The program included topics like:

- Company and Enphase product awareness
- Overview of key business units
- Location specific employee handbook
- Culture playbook, values orientation etc.

PRODUCT KNOWLEDGE FOR CUSTOMER SUPPORT

EdCast LXP was able to enhance the product knowledge of Level 1 and Level 2 support associates. EdCast LXP enabled the support associates through recurring knowledge and learning to close support tickets efficiently and quickly. Enphase offered below courses on its LXP to empower associates:

- On-the-job training of Enphase products
- Soft skills development
- Product and process training

ENPHASE PRODUCT CHAMPION

EdCast LXP helped Enphase in capturing tacit knowledge of Enphase experts and converting it into an explicit knowledge base, which can be shared with other associates within the organization. The objective was to create/identify "Enphase Product Champions" i.e. Subject matter experts within Enphase.

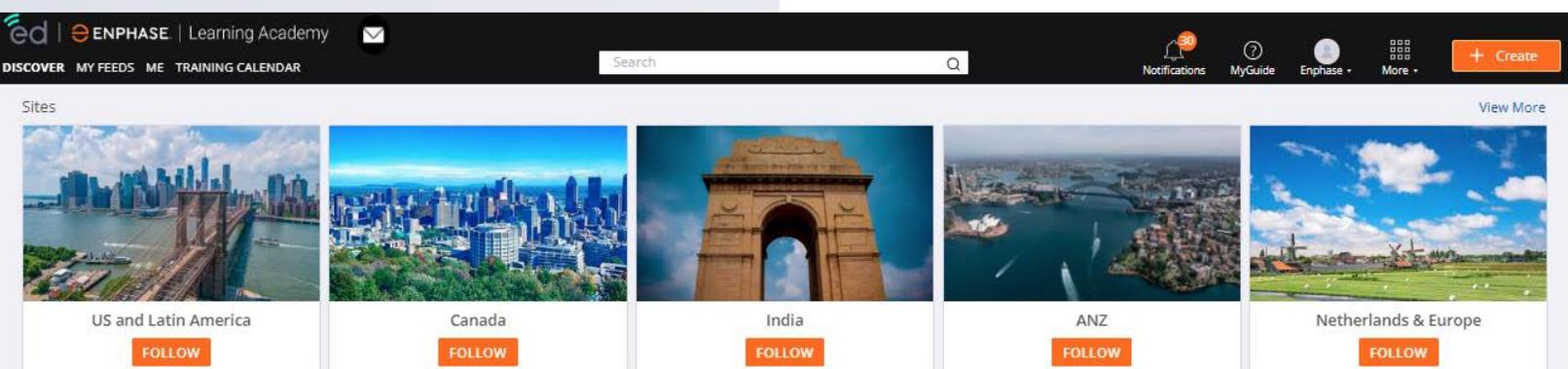


IMPACT OF EDCAST'S LXP

Enphase was able to drive employee engagement and create a Learner-Centric culture through AI-Powered personalized learning content recommendations for employees. This resulted in:

BETTER EMPLOYEE ONBOARDING

The platform helped Enphase to launch a blended orientation model thereby helping them to deliver a world-class new employee onboarding experience. New Employee Onboarding Journey was a great way to induct employees into the Enphase culture. Pathways and courses were offered for pre, during, and post-onboarding to get new employees ramped up and build the habit of continuous learning in the flow of work.



SEAMLESS CONTENT CURATION

Managers started using the LXP platform to curate learning content based on the individual goals of their direct reports and team. This enabled employees to take immediate action on their development plan and show progress by engaging with learning content.

ENHANCED ADOPTION

Enphase executives helped in increasing adoption by offering their support and communicating about LXP to their teams and encouraging them to use it widely. Business Units within Enphase began partnering with L&D team to design and create Functional Academies to engage more employees on the platform with the most in-demand content.

KEY OUTCOMES IN 6 MONTHS



90%
Platform Adoption



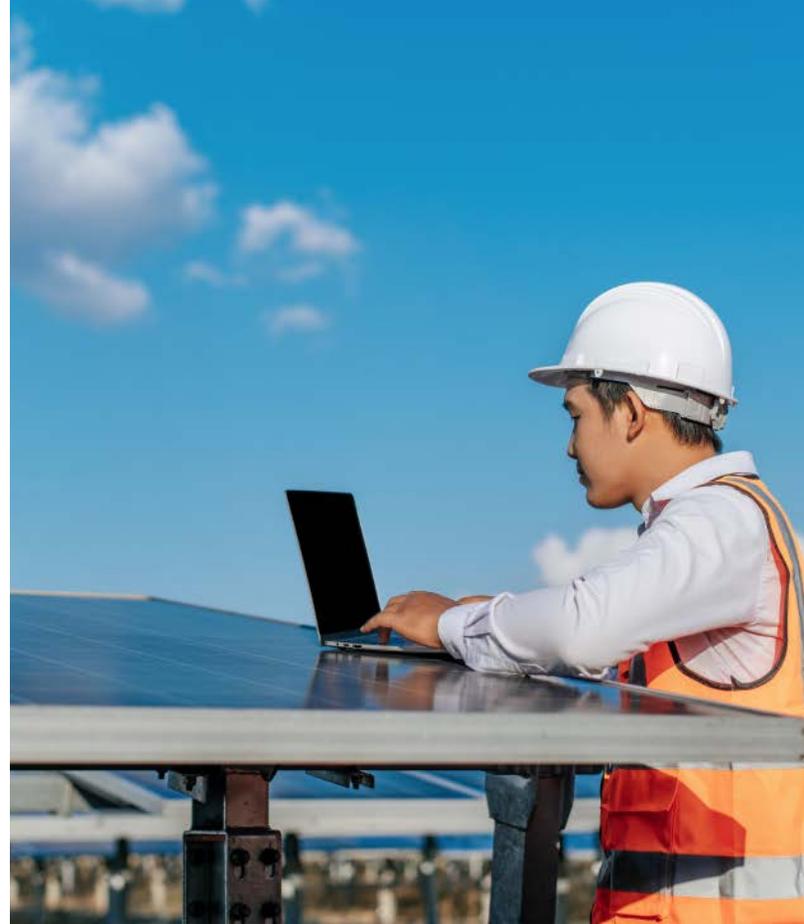
2.5K+
Registered Users



45K+
Content Completions



98%
Content Completion Rate



EdCast LXP complemented our vision to provide an on-demand learning and development platform for employees at Enphase. The platform enables us to implement key learning programs with ease and provide a great employee experience with intuitive user interfaces. The architecture of the EdCast platform, along with their highly skilled team, will help us advance our mission for employee learning and development at Enphase.”

SUNIL THAMARAN,
Vice President HR,
Country Head & MD,
Enphase India



ABOUT EDCAST

EdCast, now part of Cornerstone, offers a unified Talent Experience Platform designed to operate end-to-end employee experience journeys spanning learning, skilling and career mobility. Its award-winning platform is used internationally by organizations ranging from large Global 2000 companies to small businesses and governments. With EdCast's platforms, organizations are able to attract, develop and retain a high-performance and future-ready workforce. EdCast's offerings include its Learning Experience Platform, Content Strategy & Solutions and MyGuide Digital Adoption Platform. EdCast is a World Economic Forum Technology Pioneer award recipient.

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