



# When every second counts

## Get moving with logistics training solutions from Tata Interactive Systems

The 24x7 global economy throws up a daunting logistics challenge: up-to-the-minute precision in the face of large volumes, demanding international clients and critical deadlines. It places a premium on just-in-time deliveries, superior customer service and standardized processes and schedules, not to mention seamless operations that coordinate every unit of the global network.

### Take off with Tata Interactive Systems

At Tata Interactive Systems (TIS), our expertise lies in taking your expertise to a higher level – helping you deliver training that is timely, effective and supports clear business objectives and outcomes. TIS' vast experience in working with Logistics & Transportation organisations across the world allows us to design training programmes that are unique to your business requirements and specifically crafted to train your employees and help them achieve specific business goals.

TIS has helped corporations around the world – including American Airlines, Australian Railroad Group, British Airways, DHL, Exel, Qantas, Royal Mail and UPS, among others – win the battle against time to reach more customers across the world quickly and efficiently, to expand markets even while streamlining costs. Some of the training programmes we have developed include:

- Functional training across levels, including areas such as cargo handling, supply and delivery processes and customer service
- Web-based courseware on topics such as Supply Chain Management
- IT application training programmes on SAP, Siebel and other ERP and CRM software systems
- Regulatory training on cargo logistics, fire safety and handling dangerous goods
- Soft skills training to improve productivity and performance, targeted at managers, sales teams and customer-facing staff
- Recruitment and induction programmes

Tata Interactive Systems trains personnel across diverse functional areas such as customer service; operations including specialist functions, e.g., flight crew, delivery agents and postal staff; support services; safety and security, among others.



Tata Interactive Systems' innovative solutions map effectively to user profiles across functions and industry verticals:

IT application training programme on Siebel for Royal Mail.



Web-based courseware on Supply Chain Management for Exel.



IT application training programme on SAP developed for Royal Mail.



Product Training on the Barplus retail management system



Training on fire and overheating hazards for aviation engine safety for Wicat



Regulatory training for the staff at American Airlines to ensure safety while handling dangerous goods.



Product training on the ePos retail management system at B&Q



Simulation-based soft skills training programme on Core Values, developed for Baker Hughes





## Go places with Tata Interactive Systems

Tata Interactive Systems, a part of the £7 billion Tata Group, is a global pioneer in e-learning. In the last 15 years we have created innovative, next-generation, custom workforce performance solutions for more than 300 blue-chip corporations, renowned educational institutions and government bodies across continents. Our wide spectrum of solutions is powered by:

- A global team of more than 950 multi-disciplinary specialists – project managers, software engineers, instructional designers, content developers, visual designers and animators
- Quality standards assessed at Level 5 in both the SEI CMM and P-CMM framework – the only e-learning organisation in the world with this distinction
- A quest for excellence, reflected in 22 prestigious industry awards

With e-learning content developed across 950+ projects, Tata Interactive Systems' effective, custom e-learning offerings include:

- Simulations
- IT Application Training
- Regulatory & Compliance Training
- Adaptive Assessments
- Story-based Learning Objects
- Sales & Customer Service Training
- Induction Programmes
- Electronic Performance Support Systems
- Business Processes & Skills Training
- Training and E-learning Consultancy

### A tradition of excellence

Not only have our projects won the appreciation of clients, they have brought international recognition by way of prestigious awards including:

- APEX 2005 Award of Excellence
- Media & Methods Magazine Award 2005
- Brandon Hall Excellence in Learning Award 2004
- Best Product Award at the British Educational Training and Technology (BETT) Show 2004
- APEX 2004 Award of Excellence
- Royal Mail Gold Vendor Award 2003
- Training Magazine's APX Award 2003 for Excellence in Courseware Design
- Best E-learning Provider, Best B2B Web Site and Best Educational Total Comprehensive Solution at the SIIA Codie Awards 2002
- Best Primary Online Resource – 2002 at BETT

To transport your custom training programmes to the next level of effectiveness, call Tata Interactive Systems – and watch your business move up the value chain.



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