



# Informatica: Gaining competitive advantage by developing first-time managers

## Executive Summary

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

Simon Cooper, Senior Director of Organization Effectiveness

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 front-line 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.

## Challenges

**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.”

**Jhana**

## Company Overview



Informatica is the world’s number one independent provider of data integration software. Worldwide, over 5,000 enterprises depend on Informatica to fully leverage their information assets from devices to mobile to social to big data residing on-premise, in the Cloud and across social networks.

### Fast facts

- Founded in 1993
- \$5 billion market cap
- 3,600 employees
- 450 managers and 60 HR professionals using Jhana

[www.informatica.com](http://www.informatica.com)

**Current eLearning offerings weren't tailored to first-time and front-line 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.

## Solution

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

Because Jhana offers unlimited licenses to all HR and L&D employees who deal with talent development, 60 HR professionals 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 front-line managers. As the just-in-time component of our blended learning program for this audience, it's an ideal fit."

## Impact Summary

- **Strong usage rates** compared to previous eLearning solution
- **Overwhelmingly positive feedback** from both managers and HR
- **Better adoption** than other eLearning partners that Informatica has used
- **Strong manager demand** for access to Jhana

## What Managers Say

*"I think Jhana's content is far and away the best of its kind. Each time I click on a link, I come away having learned something new and useful. And the cartoons are outstanding!"*

Navneeth Mandavilli, Senior Development Manager

*"Jhana helps to support me in my management and leadership role. The content is concise, easy to digest and relates to real-world issues and scenarios that I experience every day, making me want to read it and act on it."*

Peter Kettle, Director of R&D