

GLORY

How Glory Global Solution's investment in employee training and development added value and resulted in a positive impact on the company's bottom line

Success story

Increasing productivity through learning

For years, Glory Global Solutions has been at the forefront of cash handling system design and development, transforming how cash moves across the banking, retail, and gaming sectors. Its systems eliminate manual cash processes, giving its employees the time and space needed to focus on world-class customer experience.

Like many reputable companies, innovation is at the heart of Glory Global Solutions, which is headquartered in the UK and employs more than 10,000 people globally. To remain at the forefront of the cash management sector and offer its customers unrivalled service levels, Glory Global Solutions decided to invest in its people and implemented LinkedIn Learning. It wished to create a learning culture, empowering its global workforce to develop their skills and learn new ones to ultimately increase productivity and engagement at work.



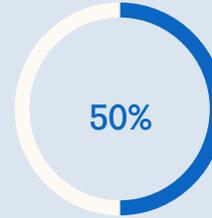
Challenge

Need new methods to reduce improper operation

In Macau, Glory Global Solutions works with casinos and gaming centres that require fast and efficient cash transaction management. Glory Global Solutions provides support to the technical teams of casinos and company machine users. In the past, Glory Global Solutions' service team has encountered many problems with machine failure due to improper operations. This not only kept the call-out rate high, but machine downtime also made customers feel that products were unreliable. Glory Global Solutions wanted to find new methods to change the situation.

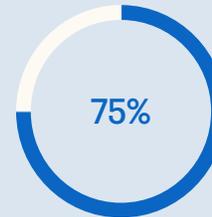
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Results



Adding value to the bottom line

Call-out rate of machine misuse reduced by 50% over the period since GGS Macau implemented what they learnt on LinkedIn Learning.



Creation of a learning culture

75% – LinkedIn Learning licenses activated



Content watched

258,271 videos were viewed by employees



Solution

Using gamification to instil a learning culture

In 2021, Glory Global Solutions implemented LinkedIn Learning. It wished to empower employees to develop new skills, encourage personal and professional development, both through functional and soft skills training, and wished to embed a learning culture. It was the first time that learning tools had been made available to employees in the region. To encourage employees to activate LinkedIn Learning and increase adoption of the platform, Glory Global Solutions turned to gamification and created a competition to encourage employees' growth mindset in the APAC region.

"We launched the Learning and Development Cup competition," explained Sharon Sang, Human Resources Director AP and China at Glory Global Solutions. "Employees could learn as a team or individually and this was done within each Asia country. The Learning and Development Cup had two criteria to be evaluated – business value and Competency Kaizen. The country champions delivered and presented the benefits achieved through the results of their learning. For example, impacting the business outcome or improving the learning effectiveness."

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Jack Welch, the former CEO of General Electric, once said that an organisation's ability to learn and translate that learning into action rapidly is the ultimate competitive advantage. I was delighted when our management team approved the launch of the Learning and Development Cup in our Asia region. It drove people to turn their learning into practice and helped to develop a sustainable learning culture in our organisation.”



Sharon Sang

Human Resources Director
AP and China at Glory
Global Solutions

There were four award categories: – Team, Individual, Business Value, and Competence Kaizen. Sharon continued: “The winner of the Individual award was an employee who worked within our service team. He used LinkedIn Learning to upskill, leverage industry knowledge and best practice, and write a technical manual that could be used by casino operators to fix broken gaming machines and improve customer satisfaction levels.”

Making a huge difference to customer challenges

Glory Global Solutions’ employees walked clients through the trouble shooting guide, helping them to understand the technical manual. It was incredibly effective. In fact, the creation of the manual resulted in a 50 per cent reduction in call-out rate.

However, it was not the only way that LinkedIn Learning helped upskill the company’s employees. Each finalist of the Learning and Development Cup had to create a video and PowerPoint presentation. Finalists used LinkedIn Learning to learn how to present and be successful on screen. The platform proved invaluable, giving employees confidence. Furthermore, the company’s leadership team recommended custom content and learning paths to employees, helping to cement a learning culture. Employees were asked to feedback what they had learned, which ensured that the skills being learned, such as technical skills, customer service, and diversity and inclusion, had real business value.

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I am a strong believer in self-development and learning. By being able to develop new skills, our employees have more opportunity to move to various roles within the company. This makes them feel continuously challenged and that they are contributing to the company’s performance. I am looking forward to the next steps on our learning journey. Ultimately, I would like to see our employees constantly demonstrate systems thinking, personal mastery, knowledge sharing, and shared vision.”



Sharon Sibbald

Global Head of Organisational Development and Design at Glory Global Solutions

Sharon concluded: “We used LinkedIn Learning to enhance skills and add business value. By using LinkedIn Learning, we empowered a member of our team to create a technical manual, which reduced the number of external call outs. This had a real impact on the business’ bottom line and made a huge difference to our customer. In fact, the adoption of LinkedIn Learning has been so successful that we wish to replicate the new learning and development model across EMEA.”

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With more than 600 colleagues across Asia, we were never going to be able to offer bespoke training until we started using LinkedIn Learning. Whether it was from home, on the road, at lunch, or in dedicated learning sessions, we were able to provide our teams with what they actually wanted from thousands of courses – not what we thought they wanted. This has allowed our colleagues to own their own learning and development, and we’ve supported it all the way.”



Ben Thorpe

President, Asia Pacific

What the learners say



Since using LinkedIn Learning, I can learn new skills anytime and anywhere. LinkedIn Learning does not only provide professional teaching videos but also enables me to apply what I have learned through practice and testing during the learning process. I have spent hundreds of hours learning new skills and knowledge on LinkedIn. Whenever I encounter a problem at work, I always turn to LinkedIn to find a feasible solution through learning.”



Chris Chong

Technical Services Manager,
Macau at Glory Global Solutions

What the learners say



In Australia, we embarked on a learning and development journey that was focused on strategic selling. We defined five courses on LinkedIn, which gave the sales team a uniformed training approach. The team’s learning has accelerated the growth of pipeline opportunities and enhanced the customer discovery process, demonstrations, and solutions. This has resulted in shorter sales cycles and increased sales value. We hope to continue our success in strategic selling and further improve on the key performance indicators that we have achieved personally and as a team.”



Helen Clarke

Head of Retail Sales Australia at
Glory Global Solutions

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