

Enterprise Learning Transformation for a Global Big Four Accounting Firm



THE CHALLENGE

A global Big Four accounting firm required a strategic learning partner to support its expanding workforce across **Canada, the U.S., the U.K., and India**. As business priorities evolved, the organization sought a partner who could:

- Deliver scalable, enterprise-wide learning solutions.
- Support global SAP implementations and large-scale workforce transformation initiatives.
- Develop engaging, customized learning experiences across diverse business units.
- Modernize enterprise learning through mobile, game-based, and performance support solutions.
- Support organizational change while maintaining learning effectiveness and business continuity.



APTARA'S SOLUTION

For nearly two decades, Aptara has partnered with the client to design, develop, and scale innovative learning solutions that have evolved alongside the organization's business priorities.

2007 | Journey Begins

- Developed an internal **Adobe Flex dashboard** for the client, establishing the foundation of the partnership.
- Supported the client's early **Learning & Development initiatives**, laying the groundwork for future enterprise learning programs.

2008–2010 | Building a Solid Foundation

- Delivered **30+ learning projects** supporting business growth.
- Designed an IFRS curriculum featuring photorealistic characters and structured learning pathways.
- Created engaging learning experiences aligned with the client's expanding training needs.

2011–2013 | Expanding Enterprise Learning

- Supported Global SAP, Business Support, Consulting, and Global Tax teams across Canada.
- Delivered the first project for the client's **U.K. entity**.
- Supported large-scale transformation initiatives through the **SYNC training program**.
- Developed two enterprise mobile applications.



2014–2018 | Driving Innovation

- Expanded the partnership to include Global Learning & Development, Digital Marketing, Executive Education, and additional business groups.
- Delivered the first learning projects for the **India Group, Deal Advisory Group, Canadian Business School, and Learning Academy India.**
- Introduced innovative learning formats, including game-based learning, video-on-demand, mobile leadership applications, and SharePoint-based workflow solutions.
- Supported SAP implementation training across **36 countries.**

2021–2023 | Continuing the Growth

- Established a dedicated learning team supporting the **U.S. Audit practice.**
- Partnered on **Organization Change Management (OCM) initiatives.**
- **Continued delivering innovative learning solutions** to support workforce transformation.



THE RESULTS

The long-standing partnership has enabled continuous innovation while delivering measurable business outcomes.

- Delivered **1,232+ learning projects** over the course of the partnership.
- Extended strategic learning support across **Canada, the U.S., the U.K., and India.**
- Generated over **US\$1 million** in business savings through the IFRS curriculum initiative.
- Contributed to **estimated savings of US\$4.7 million** through enterprise learning initiatives.
- Enabled SAP implementation training across **36 countries.**
- Earned multiple **Brandon Hall Excellence Awards** across custom content, blended learning, mobile learning, games for learning, performance support, competencies & skill development, and learning team excellence.



THE SUCCESS STORY

For 18+ years, Aptara has served as a trusted learning partner to one of the world's leading accounting firms, helping transform workforce learning through innovative instructional design, digital learning technologies, and enterprise-scale training solutions. From foundational learning programs to global workforce transformation and organizational change initiatives, the partnership continues to drive business impact, innovation, and learning excellence across multiple geographies and business functions.