

Digital transformation journey and remote academy roll out

Industry

Energy and Utilities

Company

TESVOLT GmbH & Co KG

Service

Digital transformation

Project Timeline

Less than 4 months



The Challenge

TESVOLT is an energy storage service provider that specializes in developing innovative and sustainable energy storage systems.

TESVOLT, a Germany-based company, offers battery storage for commercial enterprises and produces lithium-ion-based storage systems. In 2020, they were recognized as the most innovative company in Germany for their relentless efforts to bring affordable, clean energy to every corner of the world, including places where people have no access to the utility grid.

Transforming into a global leader

In early 2020, TESVOLT started a digital transformation project with the objective of redefining their customer experience and optimizing business operations and processes, thereby enabling them to scale into a global player.

TESVOLT's customers are battery installers, electrical installers, and solar installers who install their products at the end consumer's premises. To achieve this successfully, learning how to do so, of course, is essential but more importantly, abiding by government laws and company policies to be trained and certified to handle these energy storage products safely is mandatory.

For years, TESVOLT provided on-site classroom training sessions and certification for the same. However, to keep abreast with the times of remote learning (with COVID-19 pandemic) and to future-proof the growth and expansion of their network of customers, they decided to switch from classroom-based training to a digital academy - a customer portal that has everything in one place for all training needs.





The Solution

TESVOLT wanted to provide a connected customer experience through its customer portal, giving the customer a complete offering of digital solutions throughout their journey from pre-sales to post-sales. At the same time, TESVOLT was aiming to automate their business processes with a single source of data/information.

Therefore, TESVOLT chose Nagarro as its technology consulting partner to help them define the complete end-to-end digital transformation roadmap and to take on the task of implementation of their digital academy.

Digital academy - An online training portal

As a technology consulting partner, Nagarro conducted an assessment and a requirements workshop to understand their vision and business objectives. We evaluated options for custom and Commercial Off The Shelf (COTS) solutions based on the requirements and the existing technology landscape. We zeroed in on a solution based on parameters like time-to-market, cost, and ease of use. Our team of experts customized Drupal-based Opigno and created the digital academy with the following salient features:

1. Multi-user support (for Admin, content creator, customer, etc.)
2. A diverse set of trainings (Live GoToWebinar, live training session, recorded sessions, etc.)
3. Enabling customers to register, browse trainings, enroll, take quizzes, acquire certifications, etc.
4. Admin support with features to approve registrations, allow enrolment, send reminder emails, send invoices, etc.
5. A fully automated online application to create training content, quizzes, certificates, etc.
6. Workflows for automated emails/approvals
7. Scalable and integration-ready system
8. Automated attendance, scoring, and certificate generation facilities



Benefits to TESVOLT and their customers

Today, TESVOLT scores with an improved training program and a better user experience. Additional benefits include:

1. Digital academy became the first online training platform for TESVOLT
2. Ensuring business continuity for both TESVOLT and their customers during the lockdown phase of the COVID-19 pandemic
3. Quicker and improved training content creation at the centralized online system
4. Convenient and flexible hours for trainers to record and create sessions
5. Flexible for customers to get trained and certified remotely, as per their convenience
6. Improved coordination & communication between customers and trainers
7. Simplifying the process to share documents and videos between customers and trainers

TESVOLT aims to be a service leader, and the new partner portal is a great way to enable installers all over the world on their energy storage systems and support them in all the important installation phases. With the new digital academy TESVOLT has embarked on their journey to becoming a successful global player.

Client Testimonials

“Our projects with Nagarro were an amazing journey overall. We were clearly in the need of a complete digital transformation and wanted to streamline all our platforms and technologies. That’s when Nagarro came in. Today, I can say that this was the best decision for us. We were recently awarded the most innovative company in Germany and Nagarro aligns to that understanding perfectly. They are now one of our main IT partners and we’re looking forward to our future endeavors together.”

*Anshoo Pandey
Digital Transformation
TESVOLT GmbH*

About Nagarro

In a changing and evolving world, challenges are ever more unique and complex. Nagarro helps to transform, adapt, and build new ways into the future through a forward thinking, agile and caring mindset. We excel at digital product engineering and deliver on our promise of thinking breakthroughs. Today, we are 10,000 experts across 25 countries, forming a Nation of Nagarrians, ready to help our customers succeed. www.nagarro.com