

# Global 500 Computer Services Company

## Introduction

This case study of a Global 500 computer services company is based on a February 2021 survey of Udacity customers by TechValidate, a 3rd-party research service. The profiled company asked to have their name blinded to protect their confidentiality.



“The data science program received very good feedback and was very helpful to those who enrolled.”

## Challenges

The business challenges that led the profiled company to evaluate and ultimately select Udacity included:

- A shortage of practitioner-level technical skills to implement or support business transformation initiative
- Enhancing the Learning & Development function to support career-long learning

## Use Case

Udacity upskilled their workforce the area of Data Science.

The organization rated Udacity as significantly better on the following compared to competitive solutions:

- Focus on core or emerging technologies
- Projects reviewed by human experts
- Project-based learning
- Graduates are ready to apply practitioner-level skills
- Online, self-paced learning
- Mentor support for learners
- Dedicated customer success manager

## Results

The organization identified the following improvements since using Udacity:

- Practitioner level technical skills
- Customer experience
- Positive revenue impact
- Productivity gains
- Employee retention
- Employee satisfaction, commitment & morale

### Company Profile

The company featured in this case study asked to have its name publicly blinded because publicly endorsing vendors is against their policies.

TechValidate stands behind the authenticity of this data.

Company Size:  
**Global 500**

Industry:  
**Computer Services**

### About Udacity

Udacity's mission is to train the world's workforce in the careers of the future. Every industry is being impacted by modern technology. As companies everywhere adapt and transform their businesses, they're looking to hire people with the tech skills to match their goals. We work with the world's technology leaders to teach these critical tech skills through our powerful and flexible digital education platform

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