

Atradius Boosts Scalability and Efficiency in Minutes

Atradius used ClickLearn to make internal processes growth-ready and cut down the time it took to produce documentation. Today, they can generate bite-sized learning material in just three minutes.

3 mins

to generate training material

4x

Documentation languages



Challenge

Sustaining process efficiency through growth

Atradius faced challenges in maintaining scalability and efficiency for their internal processes, while at the same time ensuring continuous support for their customer.

As their Product Owner, Signe Agerbo, mentioned: "Throughout our markets, Flow is now available in four different countries and it works in four different languages. The growing demand for Atradius Flow dictates that we need to have an efficient and scalable model."

Their goal was to shift the focus from extensive documentation for stakeholders to rapid product roll out into new markets. To continue to provide exemplary customer service, Atradius also needed to keep their staff up-to-date with new functionalities and improvements.

When Atradius evaluated ClickLearn, three capabilities stood out:

- ✓ The ability to save time and eliminate the frustration of outdated manuals
- ✓ Easy path to test user proficiency on training content
- ✓ Personalized training sessions and prompt query resolution

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Signe Agerbo
Product Owner for Atradius

Solution

From exhaustive workload to rapid scalability

By implementing ClickLearn, Atradius found the ideal solution to their challenges of scalability and efficiency in document creation. ClickLearn allowed them to update documentation swiftly by clicking through various processes, automatically recording them into multiple languages, videos, and PDF files. This streamlined approach proved to be highly efficient, saving valuable time and effort for their team.



Company Name
Atradius

Industry
Insurance

Headquarter
Amsterdam

Company size
3650 employees

Year founded
1922

Integrations
D365 BC / NAV

Website
Atradius.dk

“ My experience working with the ClickLearn team is probably the best of all. One thing is the tool being magnificent, but the service level of ClickLearn is just, Beyond! They're always available whenever you have any questions. They take time out to do training sessions over and over again.

Signe Agerbo
Product Owner for Atradius

The primary benefit for Atradius was that ClickLearn liberated the product owner's time from extensive documentation, effectively improving their ability to scale and maximize efficiency at the company. ClickLearn empowered them to concentrate on expanding their product into new markets. The platform saved time and eliminated the frustration of outdated manuals by allowing Atradius to swiftly capture, record, and deliver accurate documentation to their stakeholders.

The team at Atradius also points to ClickLearn's service and support, and how it, in their words, mitigated the strain of transition. The ClickLearn team provided personalized training sessions, prompt query resolution, and supported Atradius in achieving marketing department approvals.

Results

Strategic impact and future expansion

- Ability to focus on expanding their product into new markets instead of spending time on extensive documentation for stakeholders
- Exceptional service provided by the ClickLearn team
- Efficiently record and serve customers' specific support queries
- Bite-sized learning training materials, generated in only three minutes
- Painless revision of learning materials

Atradius plans to stay focused on scalability and efficiency. They continue to use ClickLearn for the documentation and training of their new application, Flow 2.0, which plays a key role in their expansion strategy.

Atradius discovered an unexpected benefit of efficiently recording and addressing specific customer queries, even if not initially covered in the documentation. This approach benefits both individual customers and future users by creating a knowledge base of helpful resources.

With ClickLearn, Atradius was able to rethink their documentation process by moving away from lengthy end-to-end manuals to smaller, more manageable sections. This resulted in significant time savings, with each work process now taking only three minutes to document. Bite-sized training materials enabled Atradius to keep stakeholders updated on specific features and functionality, eliminating the need for extensive manual revisions.

Overall, Atradius highly recommends ClickLearn to other ISVs, customers, and partners looking for efficient documentation and training material solutions. By leveraging ClickLearn's expertise, Atradius was able to enhance scalability, improve efficiency, and prioritize market expansion.

About Atradius

Atradius provides trade credit insurance, surety, and collections services worldwide, with presence in more than 50 countries around the globe. Atradius products and services help manage the payment default risks: the risk that a buyer fails to pay for the products or services they buy on trade credit terms.