

# A Leading retail group in UK

## Overview

Marks and Spencer plc is a major British multinational retailer with headquarters in Paddington, London that specializes in selling clothing, beauty, home products and food products

## Challenges

Training material was not engaging for Advisers and Lack of time to train Advisers in the busy work schedule.

## Solution Delivered

Training was conducted offline and no standardization in the training across stores. Training material was not engaging for Advisers and Lack of time to train Advisers in the busy work schedule.

TCS iON conducted a pilot with structured Content in various modules along with SCORM based Gamified Assessment at the end and Badges on completion of activities Leaderboard to track the Advisers based on mission completion