



**How Compass Group  
India Transformed its  
Workforce Training  
with Enthral**

# Elevating Workforce Learning & Development



**Industry:**  
Hospitality



**Expanse of Operations:**

850+ client locations across India



**Employee Size:**  
10,001+



**Business Need:**

Tailored learning for multilingual and on-the-go staff

Compass Group India, a fully-owned subsidiary of UK-headquartered Compass Group PLC, has been a key player in the Indian corporate, healthcare, and education markets since 2008.

With a workforce of over 40,000 employees, Compass Group India faced a major challenge: delivering standardized, high-quality training to the rapidly growing organization.

The company's dynamic expansion, marked by the addition of more than 2,000 new employees each month and fast-paced mobilization of new sites, called for a scalable and efficient training solution. To continue its growth while upholding high standards of service, Compass Group India needed a robust learning platform that was capable of meeting the training needs of its staff.



# Key Business Challenges

Compass Group India faced some challenges that were specific to its core workforce :

## ● **Training for Deskless Workers:**

The company's staff was often on the move. This meant that they required training they could seamlessly access in the flow of their work, right where they were, without the constraints of traditional learning setups.

## ● **Limited Formal Education:**

A significant portion of the staff had limited formal education. The learning platform, hence, had to be user-friendly which could be accessed easily even by these employees.

## ● **Multilingual Workforce:**

Another key challenge was that the training had to resonate with employees who were based in various parts of the country and spoke different languages including Tamil, Kannada, Telugu, Bengali, and Marathi. The learning technology platform had to remove language and literacy barriers and deliver role-relevant learning experiences in a simple, sustainable, and cost-effective manner.

## ● **Low Bandwidth:**

Many of Compass Group India's staff is based in areas with limited internet connectivity. The training solution needed to function effectively under low bandwidth conditions to ensure consistent access to learning resources across all locations.

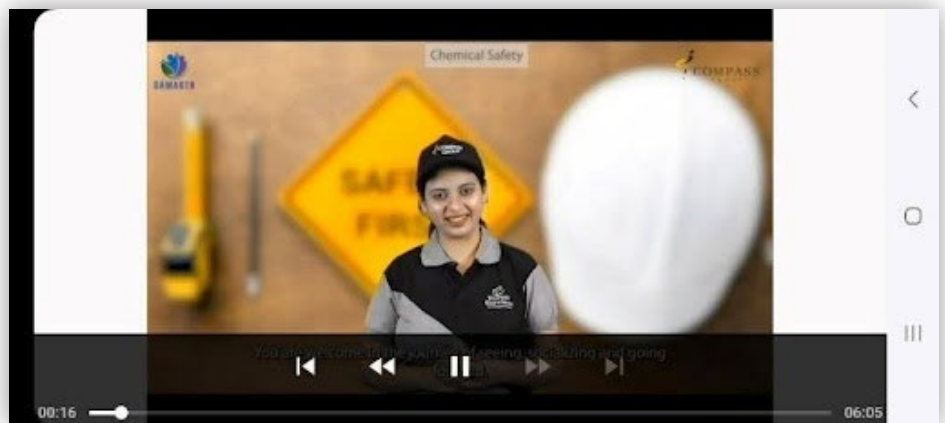
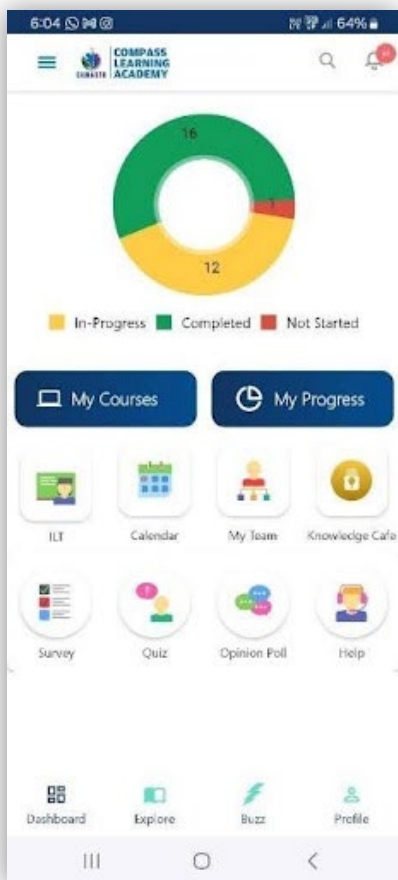
# The Enthral Innovation

To address all its training challenges, Compass Group India collaborated with Enthral to implement its mobile-first, feature-rich learning experience platform (LXP).

Enthral's LXP, branded as 'Samarth,' transformed Compass Group India's training approach for its frontline staff by combining simplicity with advanced features tailored to the workforce's unique needs. It supported key use cases including onboarding, upskilling, and mandatory compliance training through a well-structured framework of learning paths.

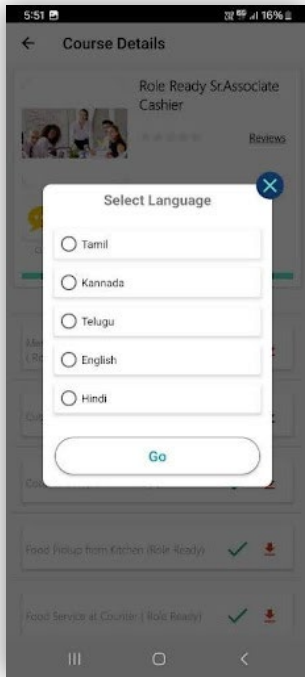
Here's how:

## User-friendly Mobile App



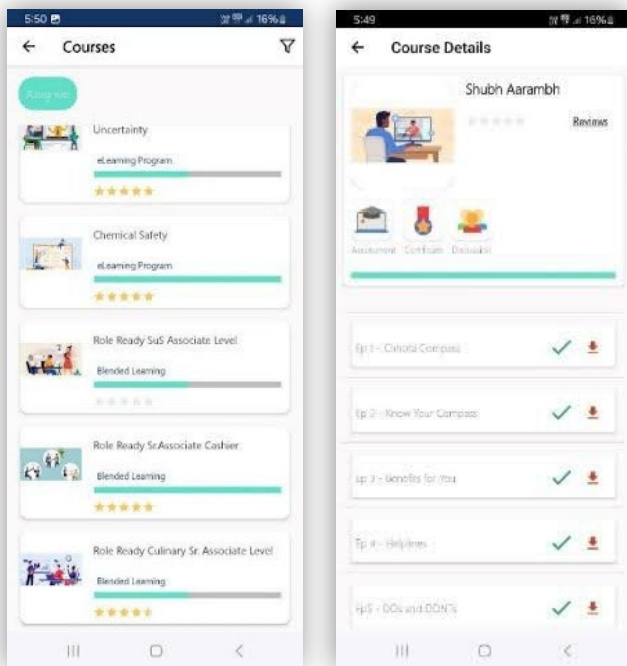
Enthral's mobile app is designed keeping in mind Compass Group India's blue-collar and deskless workforce, enabling them to learn directly in the flow of their daily work. Designed for accessibility, it offers employees seamless training access on-the-go. With an intuitive interface, the app ensures even those with minimal digital literacy can navigate it with ease. This has resulted in high levels of engagement and increased learning uptake.

## Multilingual Interface & Learning Content



Enthral's platform features a multilingual interface, supporting navigation in over 10 languages. It also provides training content in more than 7 languages, including English, Hindi, Tamil, Telugu, Kannada, Marathi, and Bengali. This multilingual capability has brought more inclusivity, improved comprehension and increased participation rates among Compass Group India's linguistically diverse workforce.

## Tailored Learning Journeys



Enthral's LXP offers tailored learning paths for various frontline roles, including Service Associates, Kitchen Staff, and Housekeepers. The 'Shubh Aarambh' program via the platform ensures new hires complete foundational training within seven days, followed by role-specific training within 30 days. Ongoing compliance training ensures full participation in mandatory modules, while the 'Step Up' program supports career progression within three months. This structured learning journey has kept Compass Group India's frontline employees up-to-date with clear growth opportunities.

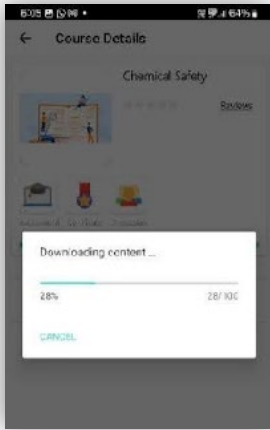
## Advanced Capabilities and Seamless Integration

Enthral's LXP integrates effortlessly with Compass Group India's HRMS, automating training assignments for new hires and enhancing onboarding. For existing employees, this integration has simplified training management, tracking, and progress updates. Real-time analytics offers insights into learning outcomes which has led to consistent skills development across divisions.

## Engaging Learning Features

Enthral's LXP has engaged Compass Group India's staff through gamification and reward features by creating an interactive learning environment. Progress dashboards, leaderboards, and regional rewards have fostered friendly competition, in turn, motivating employees to complete their training.

## Solution for Low Bandwidth Connectivity

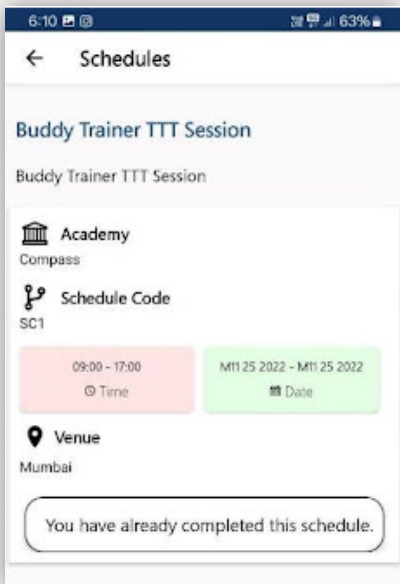


Addressing the issue of limited internet access faced by many of Compass Group India's employees, Enthral's platform is optimized for consistent connectivity. Videos are adjusted for low bandwidth, offline viewing options are available, and a web-based alternative ensures employees can still access training even in remote areas.

## Integrated 70:20:10 Learning and On-the-Job Training

Enthral's LXP aligns with the 70:20:10 learning model by seamlessly blending eLearning, instructor-led training, and on-the-job training (OJT). The platform integrates these elements to deliver, track, and evaluate OJT activities where learning is directly embedded into daily work routines. This approach has ensured that training is immediately applicable, role-specific and supportive of skill development.

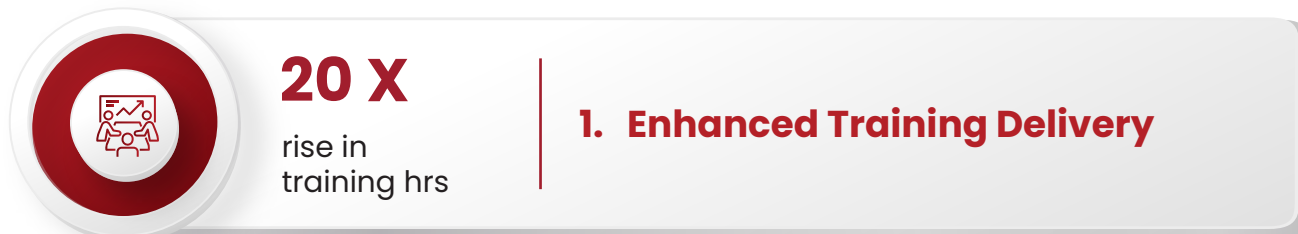
## Peer Support Through Buddy Trainers



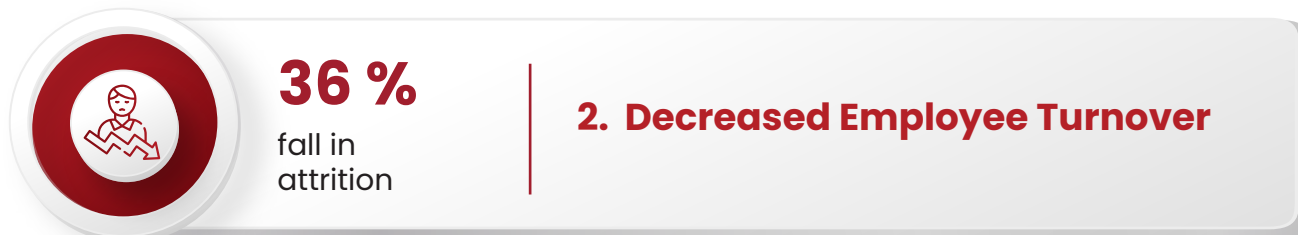
The Buddy Trainer program within Enthral's platform supports the 70:20:10 learning model by pairing new hires with experienced colleagues. Under this, experienced trainers or employees guide new hires through the training process. This peer-based approach has helped new staff feel more connected and supported in their learning journey.

# Key Business Outcomes

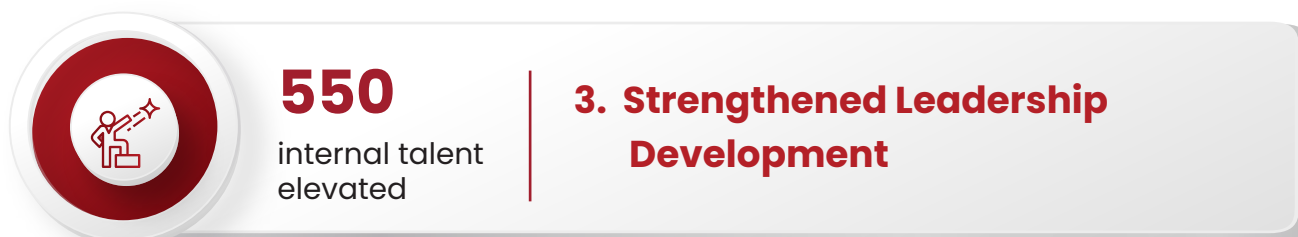
The implementation of Enthral's LXP has delivered several positive outcomes for Compass Group India.



The introduction of Enthral's LXP has dramatically increased digital training hours by 20 times, reaching over 60,000 hours compared to the previous year. This surge in digital training has effectively addressed the challenges of limited reach and inconsistent training delivery. Mandatory compliance trainings, such as POSH (Prevention of Sexual Harassment) and Cyber Awareness, which need to be completed in time, also saw impressive completion rates.



Through the 'Shubh Aarambh' induction and role-specific training programs, 2,000 new hires each month achieve a 95% training completion rate, easing their transition into their roles. This structured approach has led to a 36% reduction in overall attrition and a 50% drop in early leavers.



Programs like 'Samarth I Learn, I Grow' and Leadership Lab have been instrumental in fostering talent, promoting career growth and cultivating a strong leadership pipeline. The initiatives have helped identify and elevate over 550 internal talents to leadership positions, including Executives, Team Leaders, Managers, Multi-Unit Leaders, and Senior Leaders.



**80 %**  
adoption rate

#### **4. High Engagement and Adoption Rates**

With over 25,000 active users and an adoption rate exceeding 80%, Enthral's LXP has gained significant traction among Compass Group India's frontline staff. This high engagement level has underscored the platform's effectiveness and acceptance, showing its value in the day-to-day operations of the workforce.



**10 X**  
reduction in training costs

#### **5. Improved Cost Efficiency**

Transitioning to digital training has resulted in a 10X reduction in training costs compared to traditional classroom methods. This shift has enhanced cost efficiency for Compass Group India as well as helped ensure consistent training delivery across multiple locations.



**20 %**  
drop in recruitment costs

#### **6. Lower Recruitment Costs**

The substantial drop in employee turnover has led to a more stable workforce, contributing to a 20% reduction in recruitment expenses. With attrition rates down by 36%, there is less need for constant hiring and training of new employees which has resulted in significant savings in recruitment and onboarding costs.



*“Since implementing Enthral LXP, our training uptake has noticeably increased, thanks to the platform’s engaging features. Our employees are more motivated and genuinely enjoy the fun elements that make the training experience more dynamic. A standout aspect is the multilingual feature, which has been a game-changer for us. Enthral has truly transformed the way our team engages with learning, making training more accessible and enjoyable for everyone.”*

**Amit Saxena**

Head, Learning & Development, Compass Group India



**Want to transform learning in your company?  
Let’s explore the possibilities together.**

**SCHEDULE DEMO TODAY**