How Copado Cut Onboarding to Less than 90 Days with Spekit
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600+ Computer Software copado.com/
Company Size Industry Website

About

Copado is an end-to-end native DevOps solution that unites admins, architects and developers on one platform. The engineering teams at Copado use Salesforce regularly to manage the development process.

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Copado Case Study

The Challenge

Before Spekit, the enablement team relied on Google Sites and PDFs to communicate process changes and training. And while the content was organized in Google folders, it wasn’t easy for engineers and developers with different processes and priorities to surface relevant content quickly. The time spent searching for the content they needed was taking employees away from their primary goals.

The pain points of system training and onboarding new hires were only exaggerated with the transition to a remote workforce amidst the pandemic. The Copado team had plans to grow rapidly and globally. Their goal was to shorten onboarding to less than 90 days. Sanjay Gidwani, COO at Copado, knew their current system wouldn’t allow them to hit that goal. The team needed a better solution that would allow remote employees to easily access the training content they needed, when and where they needed it.

Once the team rolled out Spekit, they were up to the challenge.
The Solution

- Centralized content library for self-sufficient onboarding

The Copado team transitioned system enablement documentation that used to live in Google Slides and Quip documents into their Spekit Wiki. Spekit’s Wiki view allows end-users to navigate through content organized by team or topic.

All training content can be sourced in the Spekit app. Users can also search for the content they need without leaving their native workflow with the Spekit Chrome extension. By establishing a centralized place to create and share onboarding content, new remote hires around the globe can access training content from their systems, enhancing knowledge retention—making training quicker and more efficient than traditional Zoom sessions.

“Spekit has really helped us organize a lot of content that was disparate across the world and across the company.”

— SANJAY GIDWANI, COO AT COPADO

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Just-in-time learning and enablement for boosted productivity

There are multiple processes and policies that Copado’s engineering team needs to consider as they are going through the development process. To ensure everyone is on the same page, the team leverages embedded Speks, bite-sized enablement content, directly in Salesforce so team members can surface user stories, key moments, and process reminders without leaving the app they use most.

Because the team is international, each employee can quickly surface deeper explanations on key fields and items in their workflow, eliminating the need for long training sessions and repetitive questions.

Plus, team leads can access Spekit analytics to track when, by who, and how often content is being accessed. This enables them to understand what processes are causing the most confusion, who has seen process changes, which type of training content works best, and whether or not new hires have completed their training documentation.

“Spekit allows us to centralize how our team accesses content”

– Sanjay Gidwani, COO at Copado
The Results

"With the help of Spekit questions never go unanswered. Spekit has significantly reduced the time that employees are spending searching for content."

– GLORIA RAMCHANDANI, SR. DIRECTOR, STRATEGY & BUSINESS OPERATIONS AT COPADO

Just a few months into Spekit’s rollout, Copado was so thrilled with how Spekit helped them achieve their goals they greenlit licenses for the entire company.

It can take 6-9+ months for engineers to ramp up at a new job. Since rolling out Spekit, onboarding new hires to the growing Copado engineering team in India and other parts of the world takes 90 days or less and happens with unprecedented ease.

Spekit has drastically improved the way the Copado team organizes training and enablement content. Now, the engineering, product, and development teams all have clear onboarding tracks that exist directly in their workflow. Spekit’s easy-to-use interface has made it easier for engineers to surface information and enabled team leads to create and track training content. Admins can recognize disparities in their processes and quickly iterate and communicate changes to teams.

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