

SUCCESS STORY

Service Training Module

A Digitized Training Management Solution for Hyundai AutoEver India's Global Dealer Network

Company Name

Hyundai

Industry

Automotive

Location

India

Impact

Digitized dealer training workflows within GDMS for better efficiency and visibility.

Application

Service Training Module

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A CASE STUDY

A Digitized Training Management Solution for Hyundai AutoEver India's Global Dealer Network

Background

Hyundai AutoEver India Limited (HAEI) - the IT implementation arm responsible for GDMS - manages service training programs across a wide network of Hyundai dealerships. These programs include technical certifications and non-technical courses that determine the skill readiness of service employees across regions.

Prior to this implementation, the entire training process operated outside GDMS - relying on offline channels, physical attendance sheets, paper-based exam records, and scattered Excel files. With no system-driven eligibility logic or course-to-employee mapping, tracking workforce readiness was labor-intensive, error-prone, and opaque.

Cubastion, as HAEI's technology implementation partner for GDMS, identified the opportunity to bring the full training lifecycle into the system - eliminating fragmentation, improving data accuracy, and giving all stakeholders real-time visibility into training operations.

Problem Statement

HAEI required a solution that could bring the entire service training lifecycle - course creation, batch scheduling, employee nomination, attendance tracking, result management, and accountability enforcement - into GDMS. The challenge was to replace fragmented, offline workflows with a transparent, system-driven process that supported eligibility-based automation, real-time visibility, and structured accountability, while fitting seamlessly within the existing GDMS architecture.

Solutions

Cubastion designed and deployed the Service Training Module as a fully integrated enhancement within GDMS - covering the complete training lifecycle without requiring any external applications or third-party tools.

1 Course Management

Admins can create and configure technical and non-technical courses, define prerequisites, capacity, and target audience - with each course logically mapped in the system to track employee participation and history.

2 Batch Scheduling & Management

Trainers can schedule batches against defined courses, setting dates, venues, capacity, and trainer details - all visible to stakeholders through a calendar dashboard.

3 Eligibility-Based Auto-Nomination

A backend nomination engine automatically shortlists qualified employees based on business-defined criteria such as prior course completion and exam scores - eliminating manual selection and ensuring the right candidates attend the right training.

4 Attendance Tracking

Daily attendance is captured within the system by trainers, providing real-time participation visibility to dealers and administrators.

5 Result & Performance Management

Exam scores, pass/fail status, and trainer remarks are recorded in the system, enabling long-term employee performance tracking against training roadmaps.

6 Default Debit Handling

When nominated employees are absent without valid reason, the system automatically calculates and imposes a financial debit on the respective dealership - driving accountability and discipline around training participation.

7 Calendar-Based Dashboard

A visual calendar interface allows admins, trainers, and dealers to view upcoming, ongoing, and completed batches - enabling proactive planning and capacity management.

Challenges Faced

Business Challenges

• Manual Training & Attendance Tracking

Manual tracking of nominations, attendance, and exam results across Excel sheets and paper records - resulting in data errors and lack of reliable historical data

• Lack of Centralized Training Visibility

No centralized visibility for administrators and dealers into employee training status, eligibility, or progression

• Manual Employee Nomination Process

Absence of a nomination engine led to manual, often incorrect selection of employees - irrespective of prerequisite completion

• No Course-to-Employee Mapping

No course-to-employee mapping in the system, making long-term performance tracking nearly impossible

• Poor Stakeholder Coordination

Poor coordination among trainers, business users, and dealers due to the absence of a shared real-time platform

• Lack of Dealer Accountability Mechanism

No structured mechanism to impose penalties on dealerships for employee absenteeism, reducing accountability

Technical Challenges

• Live GDMS Workflow Integration

Integrating a new training workflow into an existing, live GDMS environment without disrupting dealer operations

• Eligibility-Based Auto-Nomination Engine

Designing and implementing an eligibility-based auto-nomination engine with complex business rule logic

• Automated Attendance Penalty Calculation

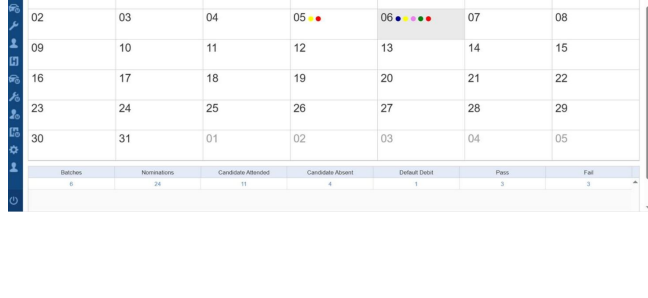
Building an automated default debit calculation system tied to attendance records

• Digital Adoption of Offline Processes

Driving user adoption from entrenched offline processes to a fully digital module

• Phased Rollout Without Operational Disruption

Ensuring phased deployment without impacting ongoing training programs



Business Outcomes

Workload Automation

90% reduction in trainer workload through automated nominations and attendance tracking.

Centralized Training Visibility

100% digital visibility of course, attendance, and result data within GDMS.

Training Efficiency Improvement

75% improvement in training efficiency through eligibility-driven nominations.

Absenteeism Control

100% reduction in absenteeism through automated accountability mechanisms.

Aadhaar Verification Enablement

80,000+ profiles verified across dealerships with 40,000 checks completed in 3-4 days.

Workforce Optimization

25% reduction in unwanted manpower through duplicate and inactive employee detection.

Training Volume Growth

35% increase in training volumes with 20-25% faster completion timelines.

Batch Utilization Optimization

30% achieved through nominee replacement and reduced vacant training slots.

Key Areas of Expertise Demonstrated

• End-to-end digital transformation of enterprise training workflows

Designed and deployed a comprehensive module that replaced all offline training processes with a unified, system-driven workflow - covering nomination, scheduling, attendance, results, and accountability within a single platform.

• Complex business rule implementation within legacy systems

Built an eligibility-based auto-nomination engine and a default debit calculation system with intricate business logic, seamlessly integrated into an existing enterprise codebase.

• Enterprise platform enhancement without operational disruption

Delivered new features across a live, business-critical system through careful phased deployment - ensuring ongoing training operations were unaffected throughout the rollout.

• Scalable, native integration within existing technology stacks

Leveraged GDMS's existing Java, MyBatis, Oracle, jQuery, and Kendo UI stack - enabling a consistent user experience, eliminating external dependencies, and ensuring long-term maintainability.

• Stakeholder-centric delivery with strong change management

Bridged gaps between HAEI's business and IT teams through structured communication, UI wireframe approvals before development, and a phased feedback-driven release approach - ensuring high adoption from users transitioning away from legacy offline processes.

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