

How upGrad Improved Team Productivity by 75% and Net Promoter Score by 7%

Company: upGrad

Industry: Education

Use Case: Automated cloud-based labs

upGrad

upGrad is India's largest online higher education company. Founded in early 2015, upGrad has on-boarded over 32K paid learners and impacted more than half a million individuals globally, within a short span of 5 years. With an 80% program completion rate, robust tech platform, outcome-based learning approach, industry-relevant curriculum, finest university credentials, strong mentorship, and steadfast placement support, upGrad has established its position as the leader in the Indian education system. Using CoreStack it increased productivity by 75%, & Net Promoter Score (NPS) by 7% since 2017.

The Training Labs Challenges

upGrad began in 2015 with the conviction that in an ever-changing industry, professionals need to continuously upskill themselves in order to stay relevant. Since then, it has witnessed an extraordinary growth. The unprecedented growth resulted in inevitable operational challenges associated with Learner onboarding, provisioning learning labs with minimal or no set-up time, and visibility on user-wise lab usage. Additionally, the lab environments were unstable while handling large datasets, un-optimized queries, and hundreds of concurrent users. There were no dedicated teams in-house to set-up and manage such scalable Big data environments and resolve the issues faced by the Learners and the Content-Delivery teams.

To overcome these challenges, it became a strategic imperative to adopt a robust technology that can offer on-demand cloud-based labs. And, ensure customer experience keeps pace with its rapid growth.

Since 2017, upGrad tried a couple of solutions to overcome these challenges. However, CoreStack CLaaS was the only one which offered dedicated Big Data clusters with the packages of their choice and ability to upload large datasets. Hence, they selected CoreStack which was deployed on a robust AWS cloud platform consuming services such as EC2, ELB with Autoscaling, Route 53, S3, IAM, Cloud Trail, Cloud Watch, Lambda, API Gateway, SNS, and EFS. upGrad rapidly build these solutions leveraging CoreStack:

- Automated lab provisioning, de-provisioning, monitoring and remediation, usage reporting, and optimization
- Integration with LMS to provide instructions for lab usage & debugging and FAQs
- Auto-scaling Big Data cluster to provide a seamless experience for 500+ concurrent learners executing jobs on huge datasets
- Weekly reports across the Big data platform, labs performance, & usage analytics

Automation Pays Rich Dividends

1. Since 2017, the team productivity improved by 75% all through the Big Data course duration
2. Learner satisfaction, as measured by Net promoter score (NPS), increased by 7% compared to the solutions used in the past for similar use case
3. A seamless experience was delivered to 500+ concurrent users running jobs on large datasets
4. The Cloud infrastructure costs for Big data cluster was reduced by over 50%

Based on these exceedingly successful results, upGrad plans to implement CoreStack solution across multiple new courses. This automation frees up a significant amount of time for upGrad to focus on what they are best at – offering delightful experiences for their Learners and Trainers!



"We are able to focus on providing seamless learning experiences to our Learners, as we now rely on CoreStack's intelligent platform for online training labs. From provisioning of labs to monitoring, from scaling to termination; everything is automated. Our learners and instructors love it! No more time is wasted in troubleshooting set-up issues. The quick turnaround time offered by them has helped us resolve our Learners' queries at much faster rates than before. As a strategic technology partner, CoreStack has played an essential role in our exponential growth story" – **Aditi Suvarna, Senior Delivery Manager at upGrad**

75%
INCREASE IN
TEAM
PRODUCTIVITY



7%
IMPROVEMENT IN
NET PROMOTER
SCORE



50%
COST SAVINGS

