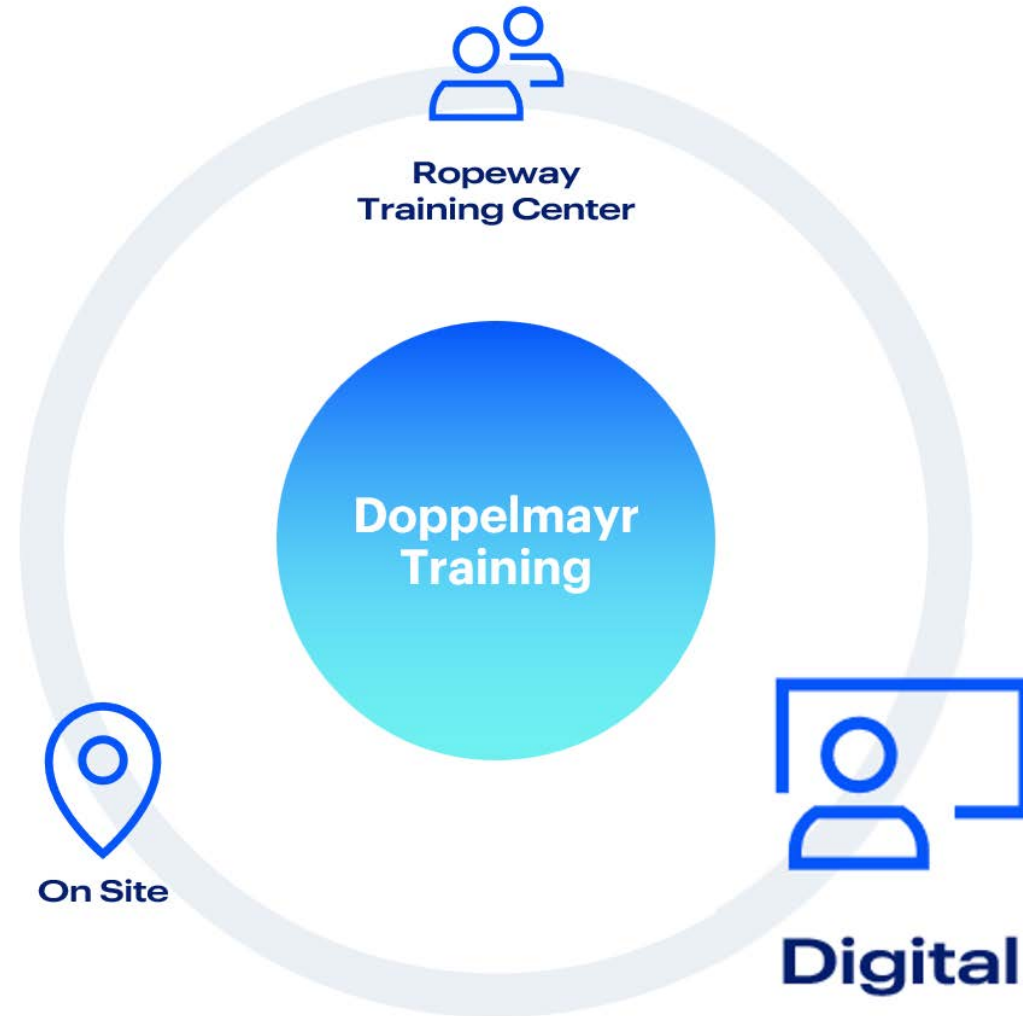




Doppelmayr's digital customer training: know-how anywhere and anytime

Philip Oberdorfer

Digital Training



Digital Training

General basic and intermediate knowledge for operational support:

1. Risk mitigation with well-qualified personnel
2. Utilization of digitalization in the field of training
3. Added value for ropeway operators and their employees



Why?

Digital Training



Passenger transportation: Safety & Availability

- Operating personnel plays a decisive role
- Seasonal business and staffing fluctuations
- Lack of industry-specific know-how and skills

Digital Training



**Passenger transportation:
Safety & Availability**



**Lack of ropeway knowledge,
skills and abilities**



**High training efforts:
Time, costs and effectiveness**

Doppelmayr Digital Training

Digitalization



**Passenger transportation:
Safety & Availability**



**Lack of ropeway knowledge,
skills and abilities**



**High training efforts:
Time, costs and effectiveness**

What? How?

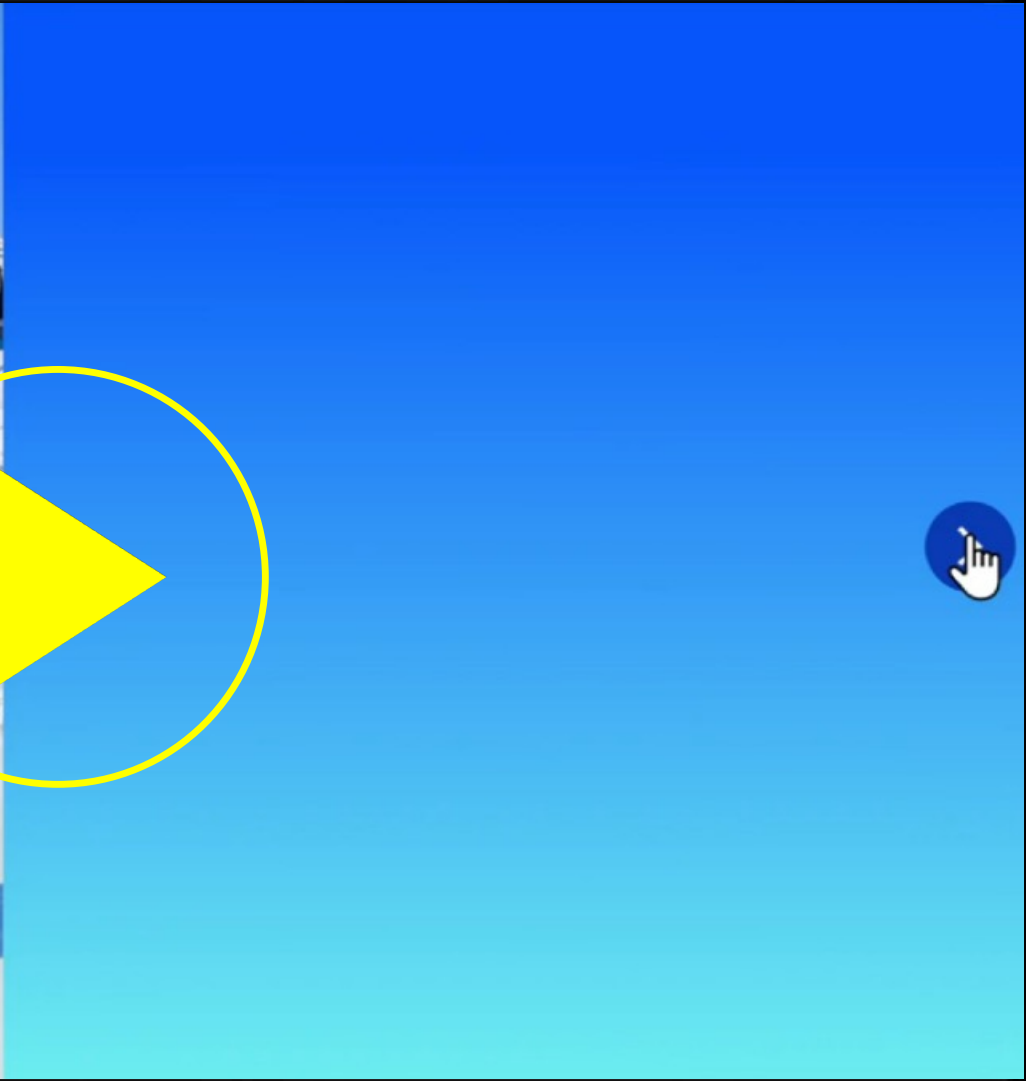
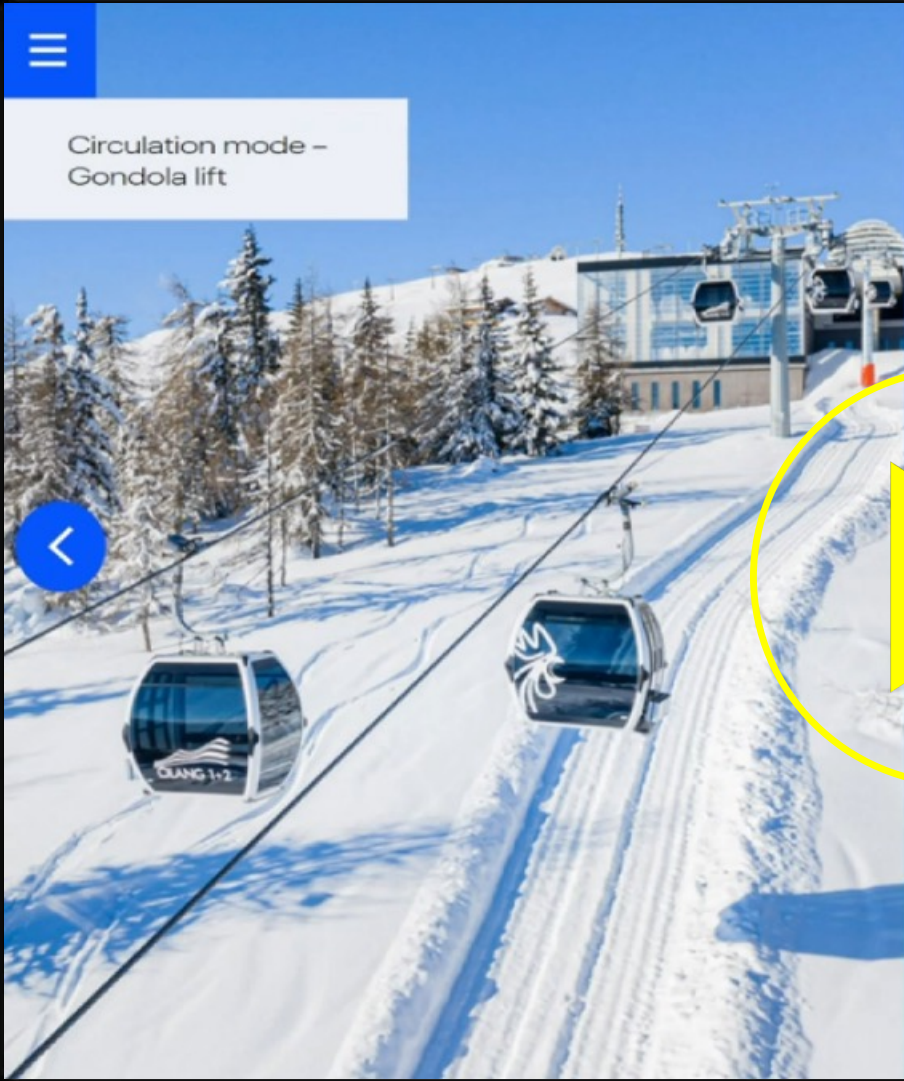
Digital Training

What?

- Delivery of an educational experience over the internet
- The learning is done by web-based courses
- Web-based training is based on an educational storytelling with a coordinated media mix and interactive elements

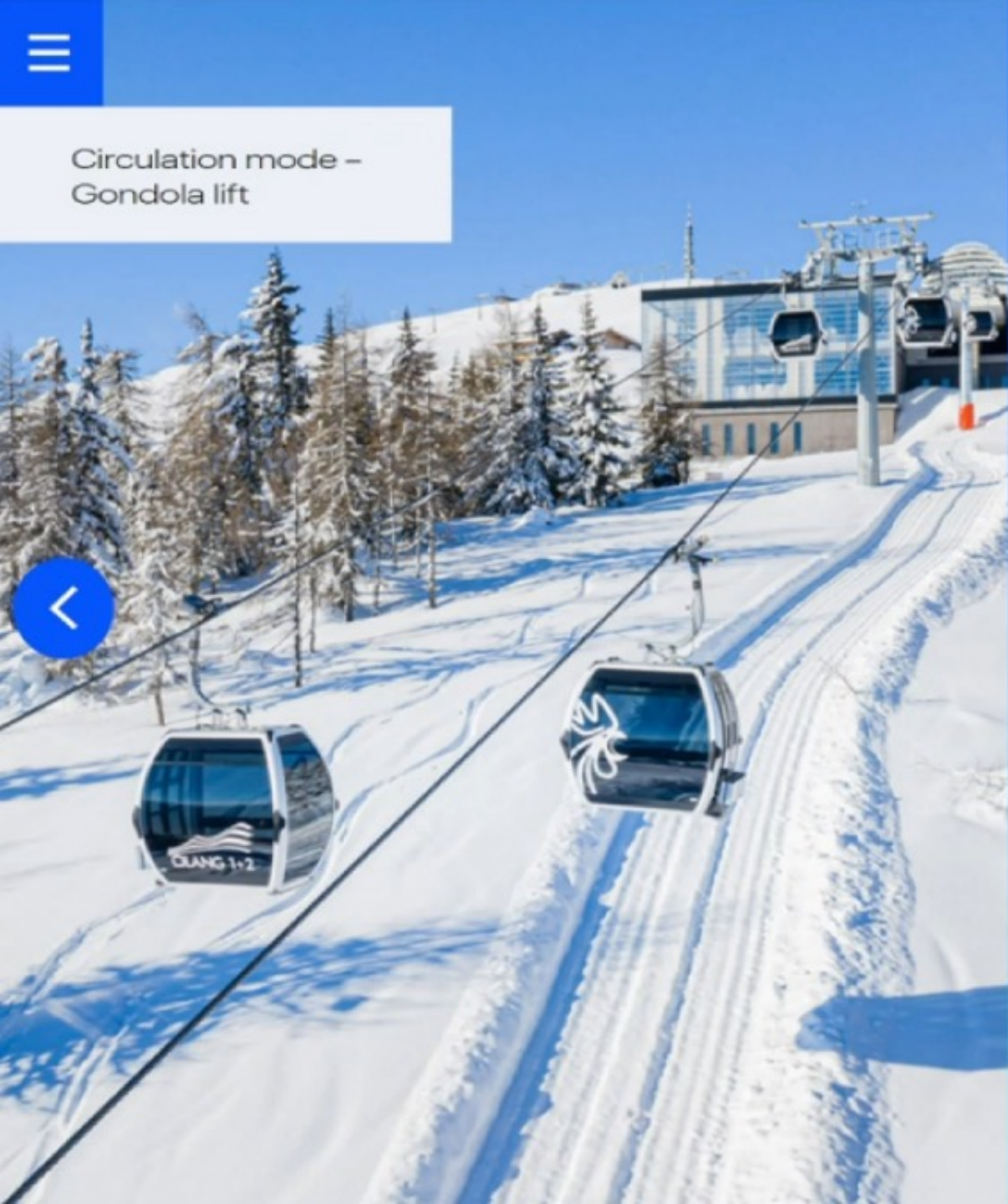


Circulation mode –
Gondola lift



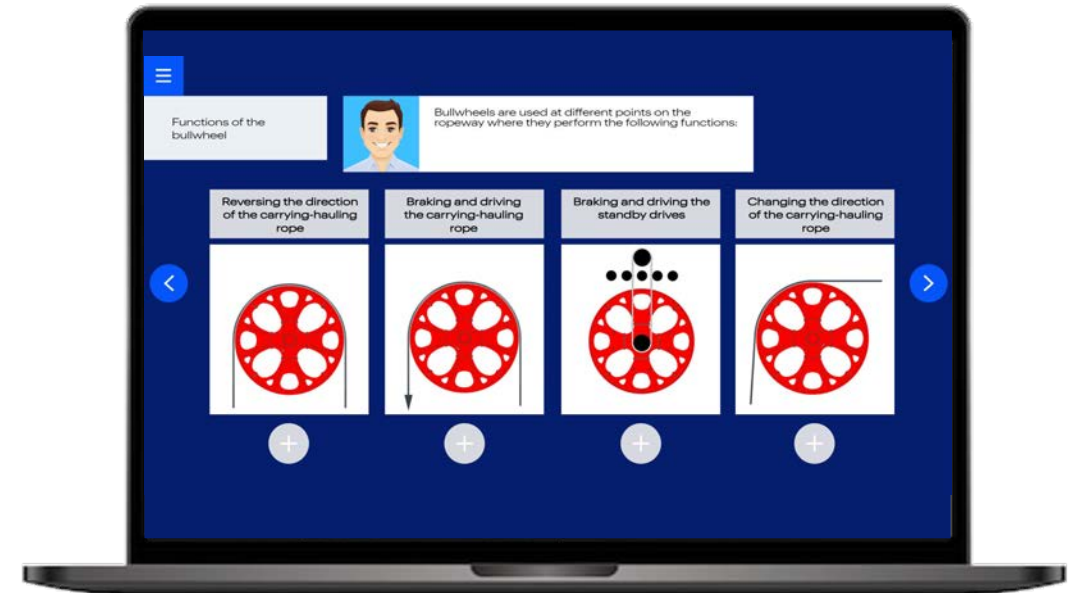


Circulation mode –
Gondola lift



Digital Training

- Storytelling to simplify technical and specialist knowledge
- Broad media mix to illustrate the learning content
- Engagement through interactivity




Digital Training

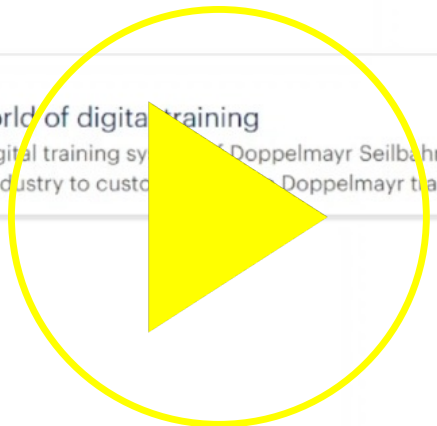
How?

- Web-based training platform provided by Doppelmayr (<https://training.doppelmayr.com>)
- Central organization of all related activities for learner and supervisor (learning, certificate, booking, staff management, etc.)
- Personalized access for all users with individual setting options and memory function



News

 🕒 May 15, 2024 9:00 AM
Welcome to Doppelmayr's world of digital training
Doppelmayr Digital Training is the digital training system of Doppelmayr Seilbahnen GmbH, which imparts knowledge in the ropeway industry to customers using the Doppelmayr training platform. The...



My courses


Interaction with passenger...
Available soon
Jun 03, 2024 2:15 PM to Jul 03, 2024

News



Digital Training

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My courses



DIGITAL TRAINING

Doppelmayr

Interaction with passenger...

Available soon

Jun 03, 2024 2:15 PM to Jul 03, 20...

Digital Training

- Web-based training platform: available anytime and anywhere
- Personalized access for every user
- Central organization of all training activities
 - Learners: individual learning pace, personal settings, memory function, etc.
 - Supervisors: dashboard, employee & certificate management, etc.

Added value

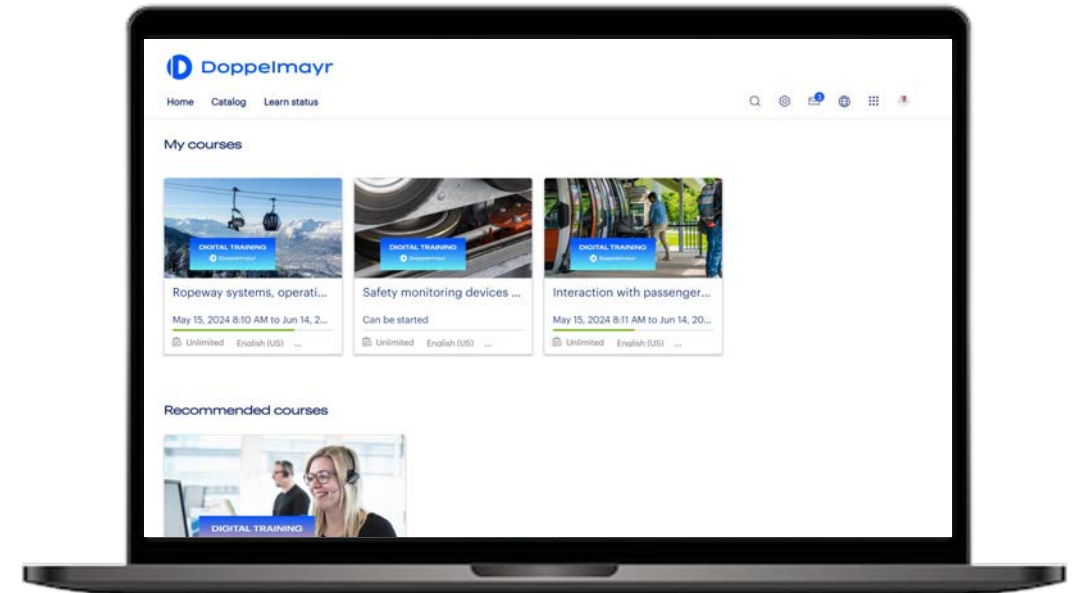
Digital Training

- Ropeway knowledge anywhere and anytime
- Training efforts are covered from Doppelmayr training platform: supervisors receive proof of training for their employees
- Time and cost benefits for companies in the training sector
- Managerial due diligence: training certificates to fulfill legal requirements, tax-related opportunities and insurance-related matters



Digital Training

- Successful soft launch completed with 20 customers in Austria and Germany from April 2023 to March 2024
- Market-entry in German-speaking countries completed
- Support from the ropeway authority and accredited institutions in Austria
- Start with go-to-market in English-speaking markets in third quarter 2024
- Start with translation & localization for Italian, Spanish and French markets in third quarter 2024



Digital Training



Ropeway systems, operating modes and components

Available for 30 Days from enrolment

Unlimited English (US) Online 2 Hours



Safety monitoring devices in ropeways

Available for 30 Days from enrolment

Unlimited English (US) Online 1 Hour and 30 Minutes



External influencing factors on the ropeway

Available for 30 Days from enrolment

Unlimited English (US) Online 45 Minutes



Interaction with passengers: What needs to be considered?

Available for 30 Days from enrolment

Unlimited English (US) Online 1 Hour and 30 Minutes

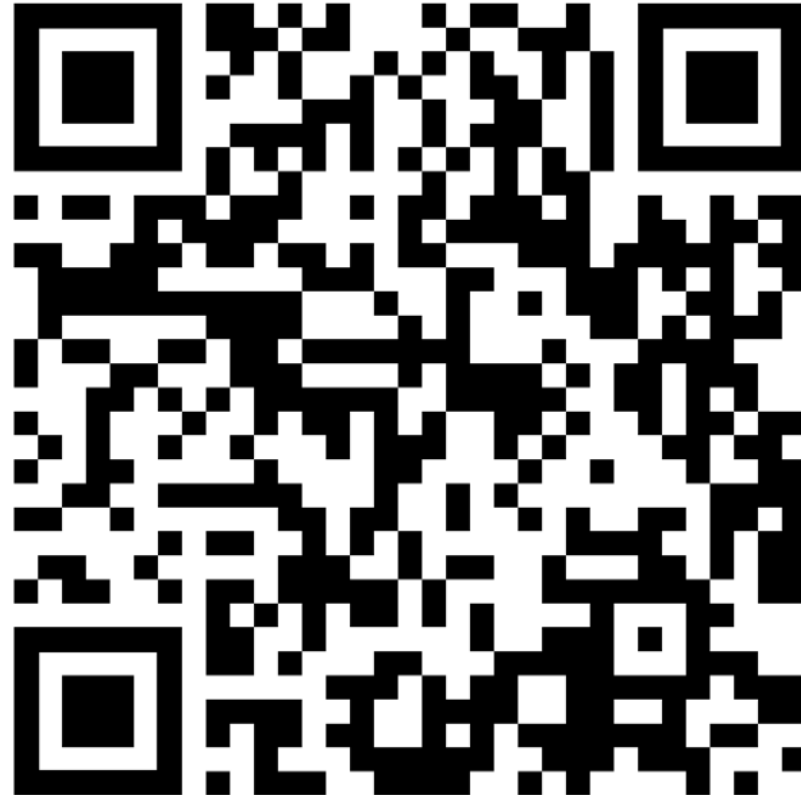


The daily operational checks for a ropeway system

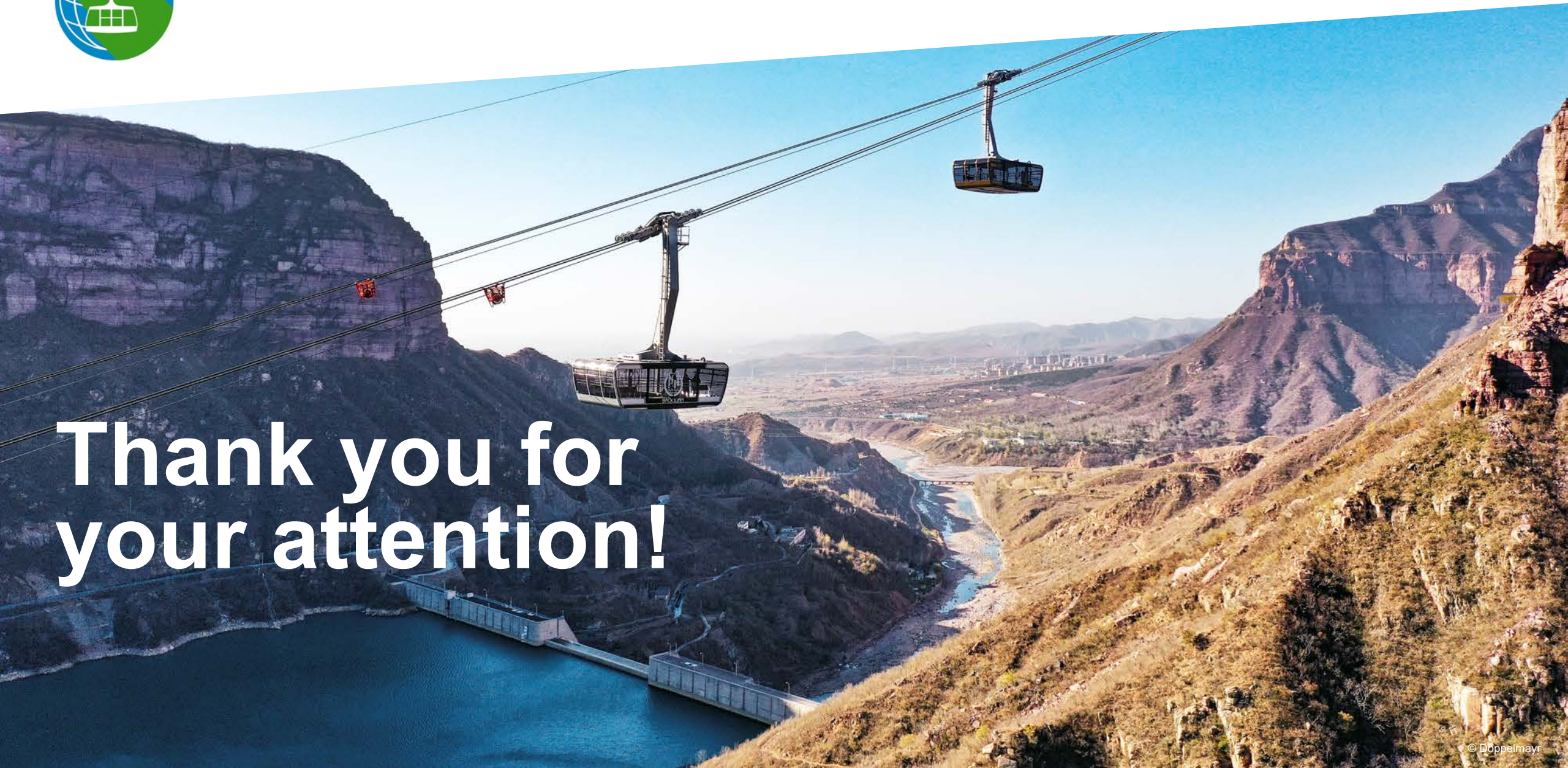
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Digital Training



<https://www.doppelmayr.com/en/digital-training/>



**Thank you for
your attention!**