

# Unilever Upskills 500+ Employees with Award-Winning AI Literacy and Adoption Program

## TIME TO VALUE

Results achieved within a 10-month program

## NUMBER OF USERS

500+ supply chain professionals

## REGION

Global

### Goal

Prepare Unilever's supply chain workforce for an increasingly digital and AI-enabled operating environment by building capabilities across digital technologies, business acumen, and supply chain domain expertise.

### Challenge

Within its customer operations, Unilever faced rapid adoption of new digital tools, AI-enabled systems, and advanced planning technologies. Traditional learning approaches—primarily classroom sessions and fragmented training resources—struggled to drive engagement or sustained skill development.

Leaders needed a scalable way to help employees understand and confidently adopt new technologies while strengthening operational and business capabilities across a global workforce.

### Solution

Unilever partnered with Central to deliver the DigiOps program through a gamified learning platform designed to drive engagement and practical skill development.

The program transitioned:

- From traditional classroom training to a structured, multi-month learning journey
- From fragmented learning tools to a single platform for missions, quizzes, and assignments
- From passive learning to hands-on skill application through real-world exercises
- From limited engagement to gamified learning with leaderboards, badges, and recognition

Participants completed 100 hours of learning over a 10-month program, developing capabilities across digital, business, and supply chain domain skills.

### Results

# 3k

skill advancements

# 500+

upskilled employees

# 93%

engagement rate

# 85%

knowledge retention

“Our goal was to build future-ready supply chain professionals who combine domain expertise with digital and business skills.”

Niroshi Perera, Global L&D Manager – Supply Chain

“DigiOps turned digital from theory into practice connecting AI, data, and people in a way that truly drives impact. And yes, it also meant a lot of well-invested time.”

Lukas V., DigiOps Participant