

Category: Best Use of AI to Transform L&D in an Organization

OnPoint Digital · MetaLark.ai for T-Mobile USA

Executive Summary

T-Mobile's L&D function owned a learning library it could not see inside: 7,003 course and content objects from eight authoring tools, much of it locked inside SCORM and xAPI packages that restrict full text searches of that content. MetaLark.ai extracted, indexed and described 6,834 of them at a 97.6% success rate. The initial outcome wasn't better courseware but an improved operating model where L&D can answer questions about enterprise content with evidence in minutes rather than weeks — pinpointing brand-specific or regulated language inside every file, supplying an enterprise skills platform with trusted metadata, and exposing duplication that reshaped content investment.