

CUSTOMER STORY

Italian Revenue Agency: **Impact of Language Training on Staff in Just 6 Months**

The Italian Revenue Agency (Agenzia delle Entrate) selected Speexx as its partner for corporate language courses, prioritizing the enhancement of existing language skills and the delivery of customized training specifically tailored to meet the real needs of its staff.





INDUSTRY

Public Administration

EMPLOYEES

27,000+

LOCATION

Rome, Italy

KEY RESULTS

8,900
hours of training in
just 6 months

100%
of employees took the
initial test

90%
active user
participation

17
hours of training per use on
average (January-June 2024)

About

Established in 2001, the Italian Revenue Agency emerged from the reorganization of the Financial Administration. This noneconomic public body operates under the Ministry of Economy and Finance, handling taxes and managing cadastral services, including property records.

As of December 2022, the Agency employs nearly 28,000 staff, with its headquarters in Rome and various regional and provincial

offices throughout Italy. To meet the evolving needs of its employees, the Agency engaged Speexx to provide **structured, technically focused language training** tailored to the real-world demands of its workforce.

Challenge

Before partnering with Speexx, the Italian Revenue Agency used standardized language

training approaches, aimed broadly at all public administration managers and officials. The challenge was to shift towards a **more targeted, practical training method** that would focus on **customized content**, directly reflecting the actual needs of its participants.

Furthermore, the agency faced significant challenges in delivering such specialized training effectively across its large and diverse workforce.

Solution

Responding to a request from the Italian Revenue Agency, SpeeXX conducted an initial analysis to assess the language training needs of **a total of 1,500 employees**. The program started with 500 users in January 2024, utilizing the SpeeXX Expert Pro package primarily for English.

This training solution includes a self-study platform with tailored content. It also offers **video writing workshops**, as well as **virtual group and individual conversation classes**, designed to enhance the written and oral communication skills of the Agency’s employees.

Outcome

The project, though still in its early stages, has already attracted considerable interest due to its innovative learning approach. **From January to June, users averaged 17 hours of training each**, significantly higher than the usual 3-4 hours.

This high engagement is confirmed by user feedback, highlighting the platform’s impact. Participants particularly value the tutors’ dedication to thoroughly



What I valued most about collaborating with SpeeXX was the flexibility of the learning paths and the adaptability of the teaching materials provided. Additionally, there have been—and continue to be—numerous opportunities for group discussion and interaction aimed at achieving our goal: improving the language skills of our team.



Salvatore Lazzara,
Training Manager, Italian
Revenue Agency



I am very comfortable with this mode of study; I really enjoy learning on this platform.



Giuseppe,
SpeeXX User, Italian Revenue Agency

explaining linguistic concepts, such as grammar, ensuring adequate time for assimilation. Exercises adapted to real-life scenarios further enhance knowledge retention.

Additionally, **users really enjoy the microlearning strategy**, which involves daily 15–20-minute sessions designed to effectively reinforce learning. This format has proven popular for its **efficiency and adaptability**.

Outlook

The Italian Revenue Agency plans to broaden its training programs to **include all personnel** while focusing on **tailored solutions** for top managers via SpeeXX 1:1 Executive, offering individual classes and dedicated coaching.

Additionally, while the current training is primarily in English, SpeeXX is also assisting the Agency in developing **German language training** solutions tailored to a **specific target audience**. This initiative aims to enhance comprehensive language skills across various organizational levels.

About Speexx

Speexx is a **Time Magazine Top 20 Edtech** company and the leading platform for people development in the digital workplace. The platform is built on the latest technology and a global network of top trainers and coaches to provide corporate language training, business coaching, mentoring, and skills assessment services to large organizations everywhere – fully integrated with client people tech and within a safe online environment.

Over **1,800 organizations** use Speexx for language skills training and business coaching services. With over **8 million users** worldwide, and 300,000 sessions delivered 1:1 each year, Speexx is one of the most widely used corporate training solutions, with ongoing support in 14 languages.

The Speexx platform meets all GDPR and CCPA requirements and holds certifications for ISO 9001, ISO/IEC 27001:2022, TISAX, and AZAV. Speexx also maintains all essential ESG and CSR certifications. The company has earned over 200 tech innovation awards and industry recognition worldwide.

Speexx was established in 2012 and has 2,000 staff and coaches and offices in Munich, Madrid, Milan, Paris, Sao Paulo, New York, and Shanghai, plus representation in more than 60 countries worldwide.

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