



Case Study - I

Tutoring

Client

- Online tutoring company providing on-demand, 1-to-1 tutoring and homework help
- Partners with colleges and universities, K–12 schools and districts, public and state libraries, employee benefits programs, and the U.S. military
- Provides synchronous one-on-one sessions via chat or video

Trivium

- Preferred partner for 12 years
- Went from one of three vendors to the sole vendor
- Started with 4 subjects; now tutoring in over 40 subjects
- Trivium is now part of the client's QA process for US tutors
- Provides synchronous & asynchronous support for almost 10K hours a week

10
Tutors

2010

2022

210
Tutors

Subjects Covered

Midlevel Math	Quantitative Reasoning	C
Algebra	Biology	C++
Geometry	Earth Science	C#
Trigonometry	Physics	Python
Calculus	Engineering	Database
Statistics	Accounting	Web Design
Finite Math	Economics	Chemistry
Differential Equations	Finance	
Multivariable Calculus	Java	
Linear Algebra		



Case Study - II

Tutoring

Client

- Fortune 1000 company with a network of 8000+ college bookstores
- Developed 2+ million textbook solutions with Trivium.
- Provides asynchronous support to college students within 2 hours.
- Provides synchronous one-on-one sessions via chat or video

Trivium

- Preferred partner for over 5 years
- Provides Q&A and Tutoring for High School to College+ subjects
- Started with 6 subjects, now supports over 25 subjects
- Tutors provide 24/7 support for over 8K hours a week
- Handle concurrent tutoring sessions & multiple Q&A queues (primary to escalation)

22
Tutors

2018

2022
436
Tutors

Subjects Covered

Midlevel Math	Quantitative Reasoning	C
Algebra	Biology	C++
Geometry	Earth Science	C#
Trigonometry	Physics	Python
Calculus	Engineering	Database
Statistics	Accounting	Web Design
Finite Math	Economics	Chemistry
Differential Equations	Finance	
Multivariable Calculus	Java	
Linear Algebra		



Case Study - III

Tutoring

Client

- A NASDAQ listed edtech company providing digital and physical textbook rentals, textbook solutions and a student question answering service.
- The company generates over 10 million questions annually
- Provides additional services like writing support including hand scoring of essays, Study Guides etc.

Trivium

- Preferred partner for over 7 years
- Moved from supporting the Q&A process to now running multiple processes across 10+ different homework help services
- Tutoring support for high-end professional courses (Networking, Web Design etc.)

22
Tutors

2018

2022 **436**
Tutors

Subjects Covered

Physics	Biology	Operations Management
Computer Science	Civil Engineering	Earth Sciences
Electrical Engineering	Finance	Advanced Physics
Mechanical Engineering	World History	Psychology
Chemistry	Economics	Communications
Algebra	Accounting	Chemical Engineering
Calculus	Geometry	Literature
Statistics and Probability	Trigonometry	Nursing
Advanced Math	Prealgebra	Anatomy and Physiology
Other Math	Precalculus	