

Top Energy Company Bolsters Compliance with Innovative Learning Technology



ExpertusONE Cloud LMS improves global training adoption while reducing costs

Challenge

In a 2010 poll of Fortune 100 companies, 68% of learners graded their LMS at a C or below. It's a problem plaguing the industry today – and one of the United States' largest energy companies was facing the exact same issue.

Despite a heavy annual investment in training and development, the company's Saba-based learning management system was at times unreliable, inefficient and ineffective. In fact, multiple business units had created peripheral LMSs, SharePoint sites and blogs as their own quick fix.

Gaining Full Compliance

Because full compliance of required employee training was critical to the organization's continued growth and profitability within the energy sector, a complete transformation of its learning technologies and compliance program support was needed, including:

- An upgrade to its LMS architecture and the outsourcing of all hosting and level 3 support
- Creating a learner-friendly graphical user interface (GUI)
- Adding an ad-hoc analytics reporting tool
- Establishing a scalable, easy-to-configure, long-term platform that could keep pace with the company's global learning needs

Reestablishing the COE

"This organization wanted to reestablish their Center of Excellence as a world leader in learning and were seeking a fast, cost-effective way to drive the adoption / use of its learning platform," said Kathleen Waid, Expertus' Director of Business Consulting.

"Expertus was the easy choice because we were the only vendor who could do it all – provide the service and technology to overhaul their entire compliance training activities."

Solution

The energy company already had a productive four year project history with Expertus. And as a leading learning technology and managed services provider (specializing in the design and support of learning processes for global organizations), Expertus was the logical choice to address their growing compliance needs.

Innovative, Holistic Technology

Working as a team, they first set out to diagnose why learners and business units were unhappy with the old LMS. And then, they developed a holistic technology solution that would: 1. Upgrade and support the energy company's existing learning infrastructure; and 2. Incorporate a single, intuitive, easy-to-navigate GUI for its worldwide learning audience.

Infrastructure improvements / services included:

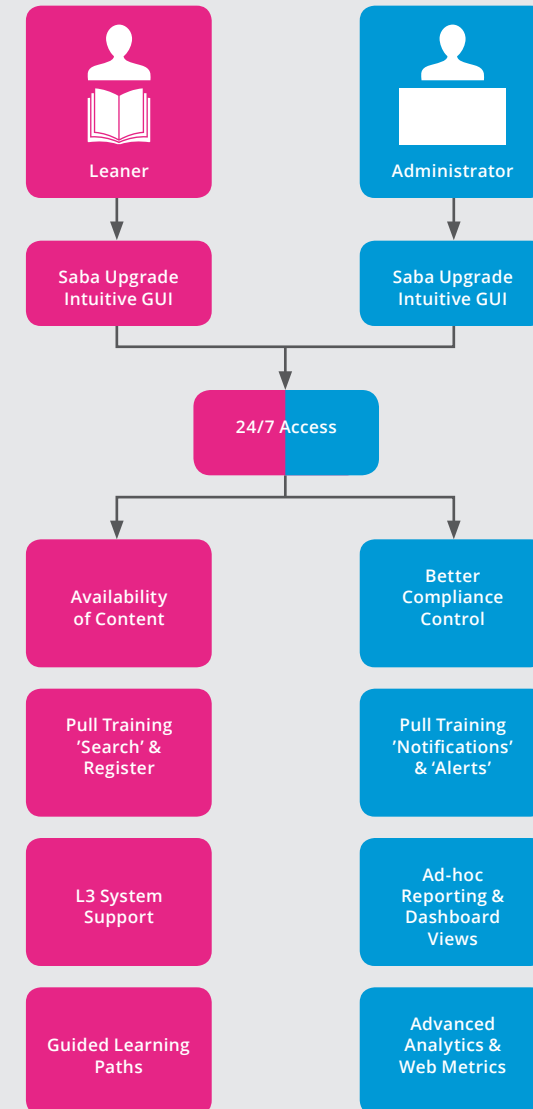
- Saba upgrade, domain restructuring, training, hosting and level 3 management
- Expanding SAP Business Objects to learning management
- Data warehouse hosting
- Email notification mapping
- Training administration governance consulting

As for the graphical user interface, the organization chose to use Expertus' innovative social learning platform – ExpertusONE, which provided:

- On-demand, 24/7, worldwide access to all ILT, VILT and eLearning
- A simplified approach to finding, taking and managing training – to add value and bolster learner participation
- Ad-hoc reporting with dashboard views for unparalleled data availability, customizable reports, guided learning paths, advance analytics and Web metrics

Short- and Long-Term Adoption Plan

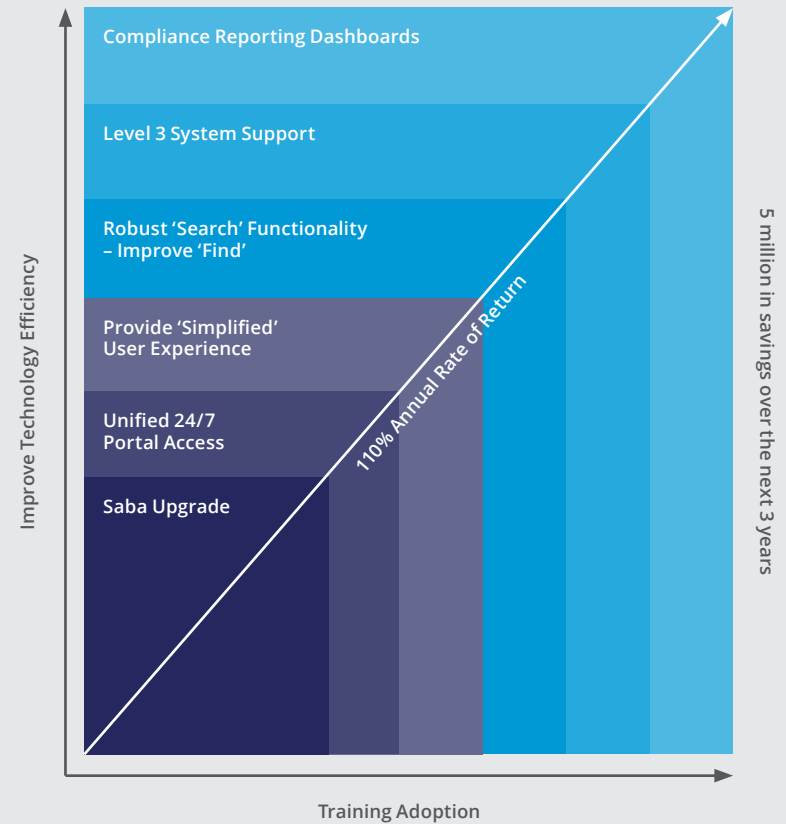
Additionally, Expertus created a change management plan and defined long-term best practices to bolster the new learning portal's immediate and future success. “We wanted to simplify how employees get the information and training they need – bringing them into full compliance – and improve their day-to-day work performance,” Waid explained.



Results

In just six months time, the energy company launched a complete technology solution that improved user adoption of training and reduced costs:

- \$8.5 million net present value
- 110% average annual rate of return
- \$5 million in savings over the next three years
- Significant reduction in help desk tickets and static report creation requests



“Expertus completely overhauled our user experience,” said the company’s Director of Learning. “Searching, selecting and taking training is now a highly-effective, streamlined process. Our click rate is down, our find rate is up and we got instant global buy-in.”

Unprecedented Access

With ExpertusONE, company managers now have unprecedented access to business-critical compliance reporting. As soon as they login, their dashboard shows who's in compliance and who's not – plus it tracks each learner's progress and when their certifications are due to expire.

Another way the organization grew productivity and cost-effectiveness is in the upgrade, consolidation and outsourcing of its learning management technology. They were able to:

- Force consolidation of peripheral LMSs for better compliance control
- Reduce system downtime for improved content availability
- Outsource IT hosting staff to save costs, training and hassles

Indispensible Resource

“They now have an enhanced, company-wide tool to superiorly manage, record and deliver training,” Waid concluded. “Managers have immediate access to the important information they need and learners have a simplified experience to help them do their jobs better. The new learning portal has proven to be an indispensable resource for the company's ongoing compliance success.”

Corporate Headquarters

Expertus Inc
3945 Freedom Circle
Santa Clara, CA 95054 USA

Product Support

support@expertus.com

Sales

sales@expertus.com

Email

info@expertus.com

Telephone

877-827-8160

Toll Free

877-827-8160

Fax

408-213-0753

Website

expertus.com