

Success stories



Healthcare

Johnson & Johnson

oticon
PEOPLE FIRST

 VILLA ST. VINCENT
Benedictine Health System

Lilly

 Biogen


HEALTHHELP


NOVARTIS

 Allergan

 MERZ

FYMCA
Medical
Ltd 

 Pfizer


CardinalHealth

FYMCA Medical

Challenges

There was no information available in low-income countries on how to diagnose rare diseases, and how to treat and manage the patients.

What has been done

- We've created an online learning program consisting of 30 courses and 30 quizzes on treating people with rare diseases: Gaucher Disease, Fabry Disease and MPS Disorders.
- We've started training doctors across the globe.

Results

- We've already trained 30 doctors from poor countries.
- Since we launched online training, we've actually had two children in Ecuador diagnosed.

Plans for the future

Now we are preparing a second online program for physicians from low-income countries and are going to start a paid program for doctors from companies in developed countries.



Chris Hendriksz
CEO at FYMCA Medical



HealthHelp

Challenges

- Improve employee performance, raise productivity levels at a faster rate, boost employee retention, and enhance clinical knowledge.
- Find a better way to share system updates and track all employees for audit purposes.
- Provide quality improvement programs annually.

What has been done

- We've moved a part of our corporate training online.
- We've transitioned from a paper exam to an online exam.
- We've started training our employees overseas, in Manila (Philippines) and can keep track of their achievements online.

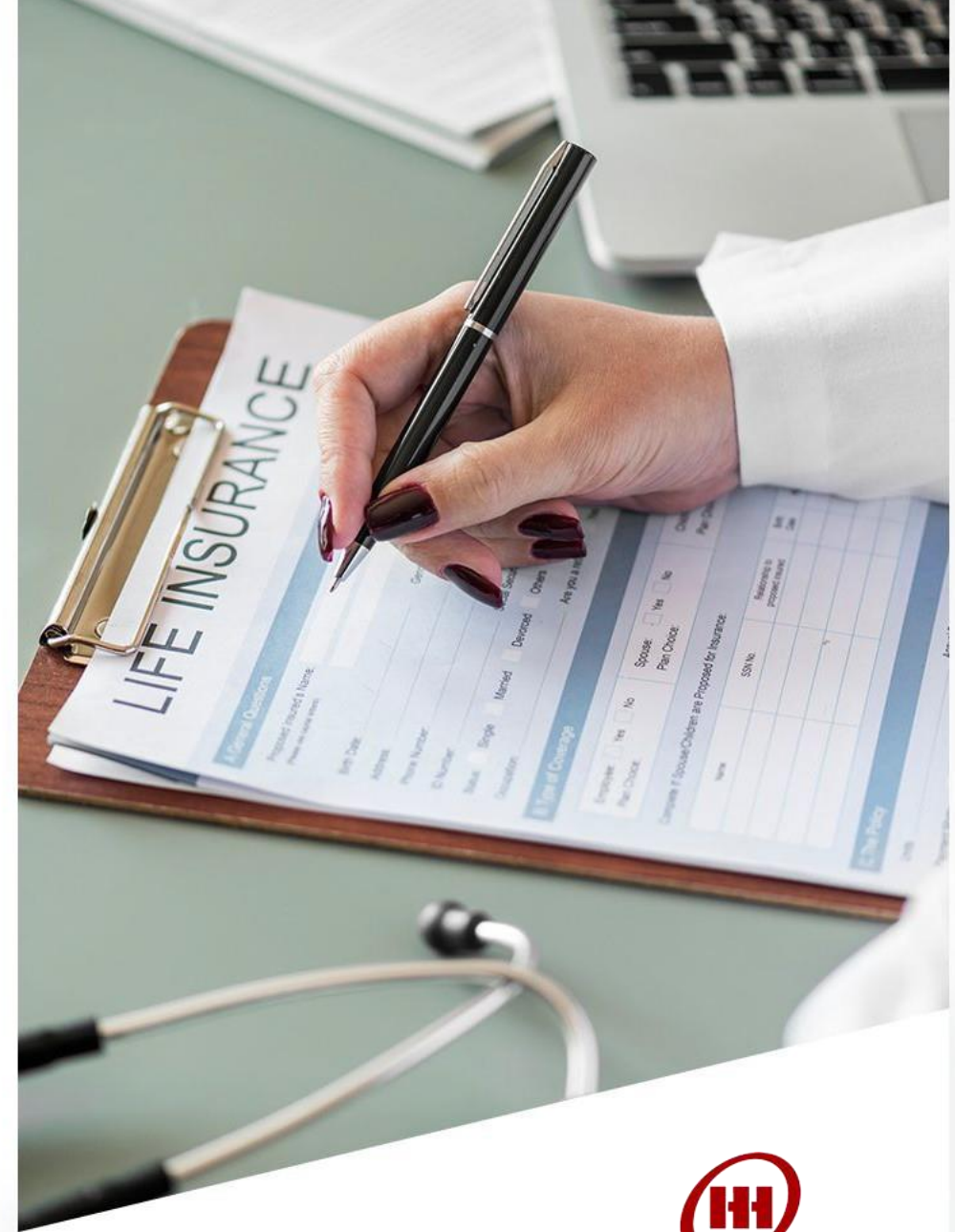
Results

- The newly trained staff is much better prepared, and their readiness for the job has risen from 80% to 87.5% so far.
- We've received the tracking tool we needed for compliance audits.



Junellen Neese

Corporate Training Manager at HealthHelp



Villa St Vincent

Challenges

- Find a more effective and simple way of training new employees to become certified nursing assistants (CNAs).
- Deploy an online class with no IT background.

What has been done

- We've moved 43 hours from 75 total hours of the training program online.
- We've created an approved training program for CNAs.

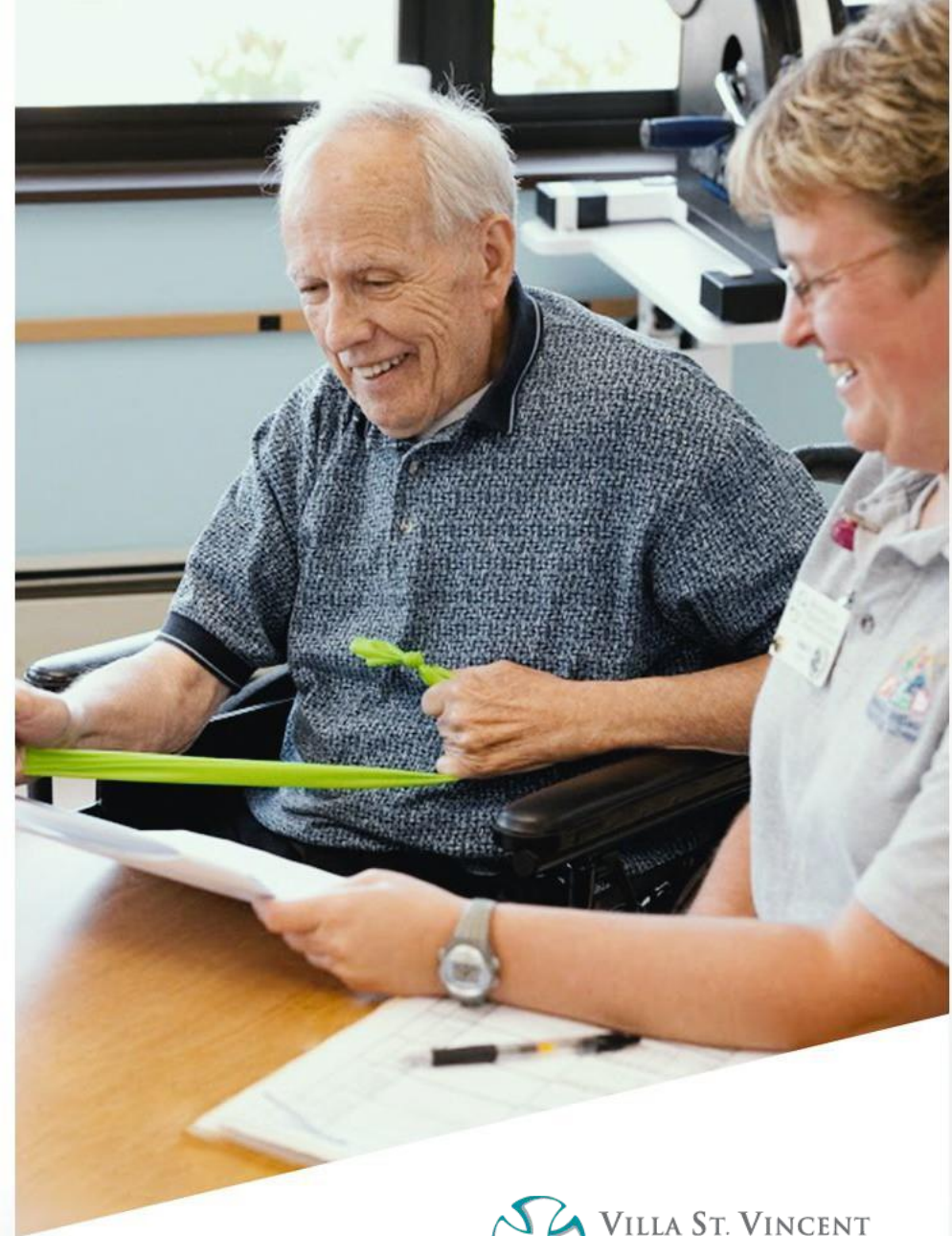
Results

- We have trained 41 students successfully in the past few months, with another 33 students currently in the learning path.
- Since moving our training to iSpring Learn, we've managed to increase employee retention from 69.6% to 86.4%.



Jill Brown

quality management coordinator
at Villa St. Vincent



VILLA ST. VINCENT
Benedictine Health System

Oticon

Challenges

- Train more than 250 employees across the country.
- Find a user-friendly system that allows you to monitor training completion and determine where gaps exist.

What has been done

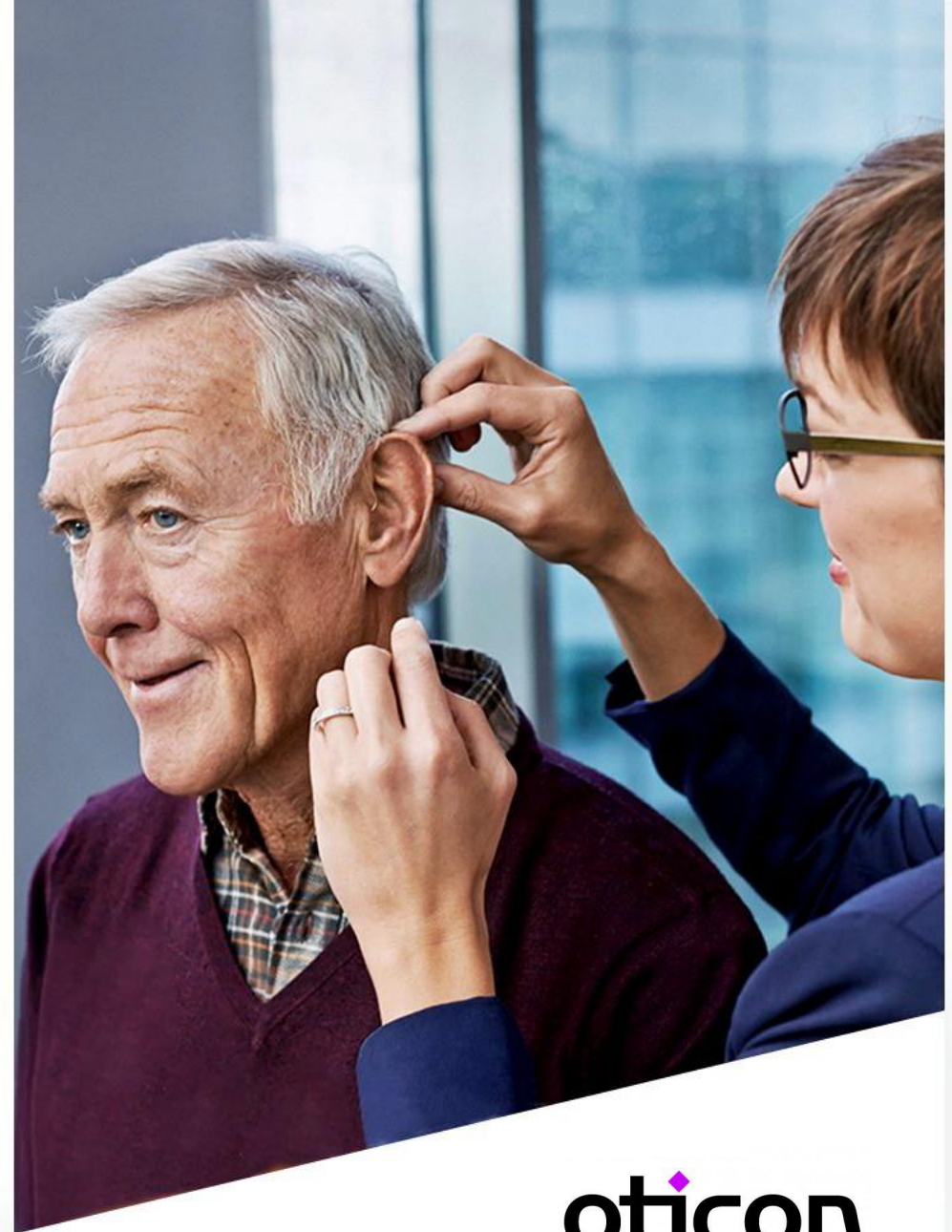
- We've moved a part of our training online.
- We've created an online 10-week onboarding program for new account managers.

Results

- We train more than 250 staff members across the globe on a regular basis.
- Our employees have 24/7 access to more than 300 courses and can view them anytime and from any device.
- Our new hires acclimate to the company and become productive faster.
- Our employees get a new portion of training as soon as Oticon releases a new or updated product.

Josephine Poelma

Executive Director of Learning and Development at Oticon, Inc.



oticon
PEOPLE FIRST

Consumer Products & Retail

Johnson & Johnson

P&G



L'ORÉAL



Honeywell

MW-LIGHT
GERMAN TECHNOLOGIES

YALE
APPLIANCE + LIGHTING

L'Oréal Adria-Balkan

Challenges

- Train sales reps in 7 countries.
- Provide distributors' sales reps with training materials.
- We had eLearning content, but needed a place to put this content to be able to maintain and track the learning process.

What has been done

- We've implemented iSpring Learn LMS for training distributors and their staff.
- We've created 548 new online courses and promo materials.
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Results

- We achieved a 100% response rate for active users.
- 94 sales reps from different countries are learning on a single training program.
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L'ORÉAL

NAOS

Challenges

- We needed to train 2,000 field employees all over the world.
- Due to the COVID-19 outbreak, we needed to develop a comprehensive online training system urgently.

What has been done

- We've moved our training online.
- We've launched 5 learning tracks for two of our brands and developed a number of home activities for the employees to complete.

Results

- We launched our first online training program within three months.
- We trained 113 employees from various locations around the globe.
- We cut training expenses to a quarter of their previous cost.



Ahmed Taha

Training Manager at NAOS Bioderma



Johnson & Johnson

Challenges

- It took us three months to provide employee certification training
- We had to grade employees' tests manually.
- We needed a robust tool for providing training for 400 sales reps on various product lines (25 brands and 350 products).

What has been done

- We've moved all the assessments online.
- We've introduced quarterly attestation.

Results

- We've reduced the attestation period from 3 months to 2 weeks.
- All sales reps are working to one corporate standard.
- There's an overall picture of each employee's development.



Viktor Batyrev

operational manager at Johnson & Johnson



Johnson & Johnson

Honeywell

Challenges

- Train 200 salespeople in a short time and bring 3 new affiliates to planned targets.

What has been done

- We've moved our training online.
- We've created an onboarding program which includes product knowledge and sales courses, corporate policies and regulations.

Results

- We've reduced the new employee adaptation period from 4 to 2 weeks.
- We've created a knowledge base for the company.
- We've saved our coach's time by reducing face-to-face mentoring. All new employees study online on the same program.



Igor Gaponov

the Head of training center Honeywell



Honeywell

MW-Light

Challenges

- There are more than 1,000,000 lamps in the product line, and we want our employees to know them all.
- Every year, the product range changes by 35%.
- Some employees didn't know how to sell products. The company revenue was falling.

What has been done

- We've launched the learning portal in one week.
- We've built 50 product knowledge e-courses and 3 courses on sales techniques. We've created a single training program for new employee adaptation and development.

Results

- We've cut down training costs per one employee by 20 times.
- 700 salespeople work to one corporate standard.
- We've reduced the new hire adaptation period from 2 months to 2 weeks.



Lana Vinogradova

the Head of eLearning department at MW-Light



MW-LIGHT
GERMAN TECHNOLOGIES

CS Medica

Challenges

- Train medical reps from 54 dealerships across the country.
- Develop all the affiliates simultaneously.
- Reduce travelling expenses.

What has been done

- We've built 19 e-courses: a welcome course, product knowledge courses, and dialogue simulations for sales training.
- We've created a single training program for medical reps.

Results

- We deliver online training to medical reps from different regions.
- All our employees work to one corporate standard.
- We can assess the knowledge of 250 employees at the same time.



Boris Chelyishkov

the Head of HR Department at «CS Medica»



ForaPharm

Challenges

- Deliver enhanced continuous medical rep training.
- Simultaneously develop employees at different regional offices and reduce travelling expenses.

What has been done

- We've moved a part of our training online.
- We've built 20 e-courses: a welcome course, product knowledge courses, dialogue simulations for sales training, and motivational courses.
- We've created an interactive product catalogue.

Results

- We have a single knowledge base.
- All our employees work to one corporate standard.
- We can assess knowledge of 250 employees from 7 regional offices at the same time.
- Now we adapt new employees two times faster.



Sofia Danilina

the Head of Training Department at ForaPharm



Manufacturing



Modus Advanced

Challenges

- Provide company-wide training to meet the requirements of international standards certifications.
- Teach new employees to operate complicated manufacturing machines.

What has been done

- We've created an all-encompassing company-wide formal training program.
- We've moved employee training online and automated the process.

Results

- We've managed to streamline and speed up the corporate training process.
- We've received a robust tool for employee certification.
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Janet Becker

member of the 2017 Training Initiative Team
at Modus Advanced, Inc..



NLMK

Challenges

- Train 16,000 steelworkers.
- Cut expenses on learning and, at the same time, increase efficiency.
- Create a single knowledge base;
- Quickly inform of any changes in production.

What has been done

- We've transferred 20% of our live lectures into online format.
- We've built 34 e-courses for training steelworkers: SCORM presentations, informative and motivational courses.
- We've created a talent pipeline training program that we use to develop high-potential employees for the position of foreman.

Results

- We've trained 16,000 steelworkers.
- We are training all the employees according to a single program.



Mikhail Rusakov

head of the NLMK eLearning department



High Tech & Software

The IBM logo, consisting of the letters "IBM" in a blue, horizontally-striped font.The SONY logo, with the word "SONY" in a bold, black, sans-serif font.The SAMSUNG logo, featuring the word "SAMSUNG" in white, sans-serif font inside a blue oval.The GBS Enterprises logo, with "GBS" in a large, bold, black font and "Enterprises" in a smaller, italicized font below it.The AMD logo, with "AMD" in a bold, black font followed by a small square icon containing a stylized "A".The acer logo, with the word "acer" in a green, lowercase, italicized font.The CITRIX logo, with the word "CITRIX" in a bold, black, sans-serif font.The DELL logo, with the word "DELL" in a blue, sans-serif font inside a blue circle.The MOXA logo, with the word "MOXA" in a green, sans-serif font.The AT&T logo, featuring a blue globe icon with white lines and the text "AT&T" in a black, sans-serif font.The Panasonic logo, with the word "Panasonic" in a blue, sans-serif font.The HITACHI logo, with "HITACHI" in a bold, black, sans-serif font and "Inspire the Next" in a smaller, italicized font below it.

iPerformance ApS

Challenges

- Minimize the need for on-site customer support for the software.
- Provide effective training to the growing number of international customers.

What has been done

- We've moved our customer training online.
- We've created 20 PowerPoint-based video tutorials and constantly update our tutorials.

Results

- We are obviating the need for on-site training.
- A lot of time has been saved on assisting customers with technical issues.
- We are saving customers money.
-



Kaare Plesner
Owner of iPerformance ApS



MOXA

Challenges

- Train marketers across several locations and time zones.
- Reduce training costs.

What has been done

- We've moved our training online.
- We've created a repository for employees.

Results

- We are able to provide training to teams around the world at the same time.
We don't need to provide live in-person sessions, which requires travel to Europe and Asia.
- We've reduced the time and cost of employee training.
- Now there are 310 learners on our learning platform, 43 courses and 11 learning paths.
- We can keep track of employees' results.
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Leslie Cutter

Global digital marketing manager at Moxa Inc.



MOXA

Training Business



Drone Class

Challenges

- Create affordable but effective drone training.
- Train people with different backgrounds and learning preferences.

What has been done

- We've developed a blended learning program combining online training with in-class sessions.
- We've created a complete online course with knowledge checks on using drones.

Results

- Five groups were trained – 25 participants in total.
- We achieved a pass rate of more than 93% with regard to the national exam.
- Our customer satisfaction rating is quite high – 8.6 out of 10.
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Sem van Geffen
co-founder of Drone Class



Real Estate Education School

Challenges

- A school, instructor, and course content must meet regulations specific to each state.
- State laws regulating real estate are frequently changing, so courses should be regularly updated.

What has been done

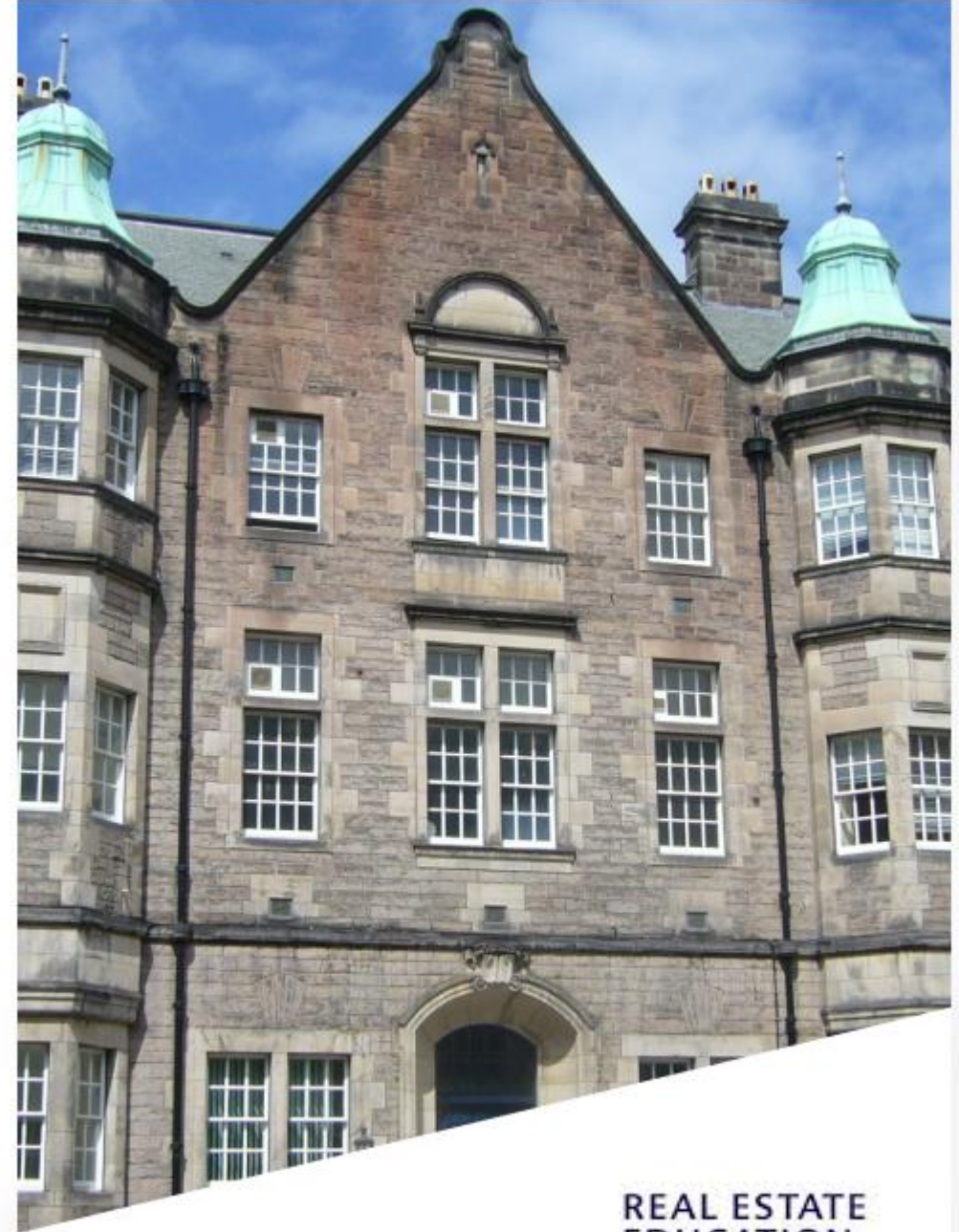
- I've created online courses with quizzes, interactions, simulations, screencasts, and a final test.
- I've set up my personal marketplace for selling online courses.

Results

- I can easily handle on my own what used to be tackled by a team of 20 people. Hundreds of real estate agents from 50 US states get effective continuing education and license training online.



Susan Davis
Founder of Washington's Best Real Estate Education
School



REAL ESTATE
EDUCATION

CNC Concepts

Challenges

- Simultaneously train different companies how to program, set up, and run CNC machine tools.
- Create learning materials for 45 FANUC-Certified schools.

What has been done

- We've moved our training online.
- We've created several e-courses and quizzes on running CNC machines.

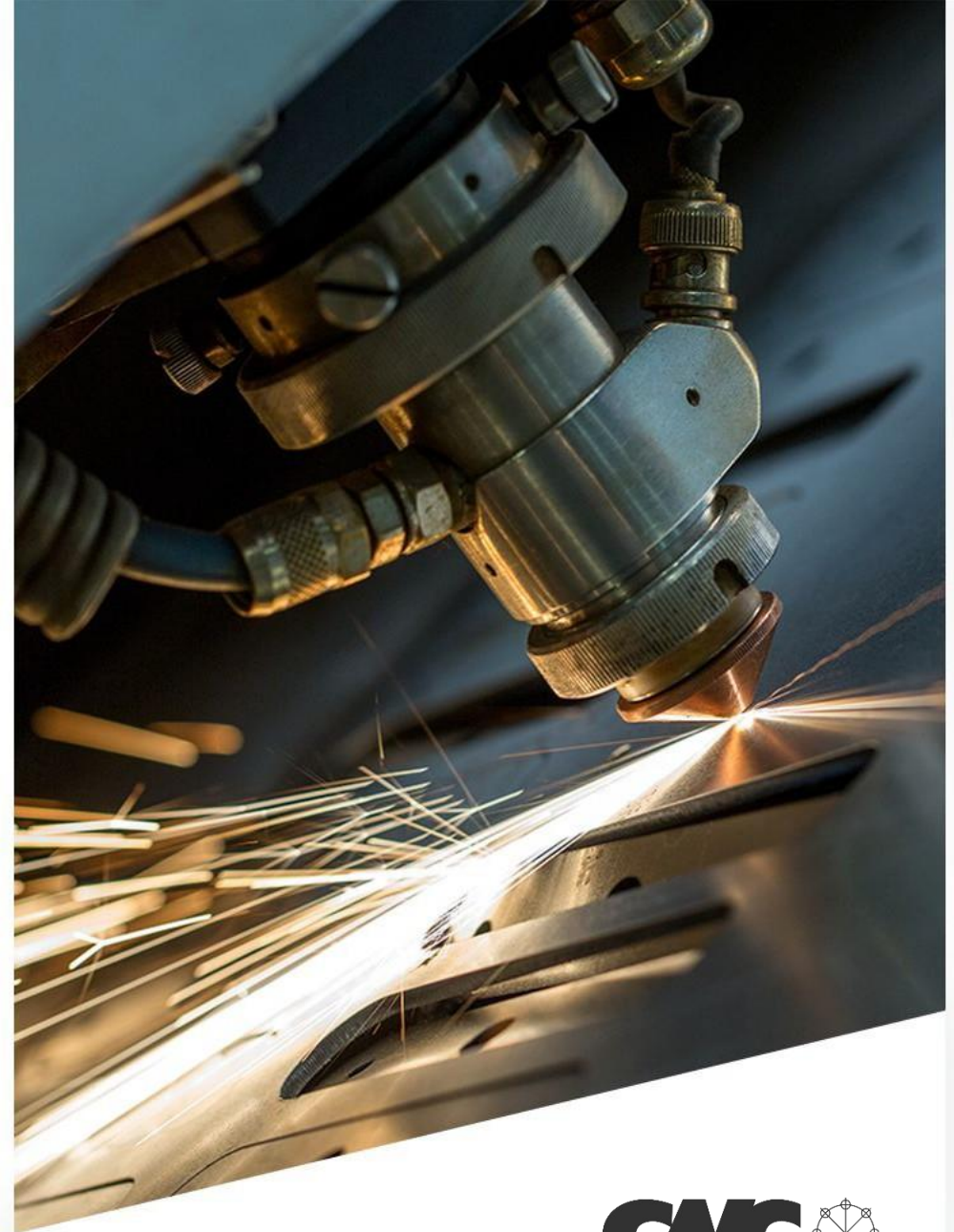
Results

- We create a course on running a specific CNC machine tool once and distribute it to different companies.
- We are able to train hundreds of people from different companies at the same time.



Mike Lynch

the President of CNC Concepts, Inc.



CIEL

Challenges

Cut course production time and expenses for training banks and financial services companies.

What has been done

We've stopped outsourcing course creation and started building the learning content ourselves with iSpring Suite.

Results

- We've managed to cut down the course production process from 5-6 weeks to almost 2 weeks.
- We've cut the costs of producing learning content.



Divya Changulani
CEO & co-founder of CIEL



Education



Daghøjskolen

Challenges

- Adult learners couldn't attend classes due to workload or psychological issues, so we needed to transfer classroom materials into an LMS-ready format.
- The prior solution, Moodle, was too complex in terms of content authoring.
Our teachers don't know how to use complex software.
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What has been done

- We've created 4 courses with assignments.
- We've launched one assignment for approximately 240 learners.
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Results

- Teachers can develop online courses and assignments on their own, without an IT background.
- Students can learn online.
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Elise Greve
Vice-principal at Daghøjskolen



daghøjskolen
(i)
randers

Glasgow Caledonian University

Challenges

- Train 90% of university staff in Information Security Awareness within 12 months. Quickly share knowledge among the university staff.
- Deliver annual refresher training.
-

What has been done

- We've moved our training online.
- We've created 4 courses on Information Security.
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Results

- We've trained 1,500 staff in 12 months.
- We've achieved a massive completion rate: our courses have been completed by over 1,500 staff (94%).



Stewart Milton

Learning Facilitator within GCU

