



USIS

SUCCESS STORY

In manufacturing and installation businesses, good work comes from good training. USIS prides itself in the way that it trains its employees and believes that its employees are some of the best in the business. Here's how they do it.



USIS North America
Pearl River, NY,USA

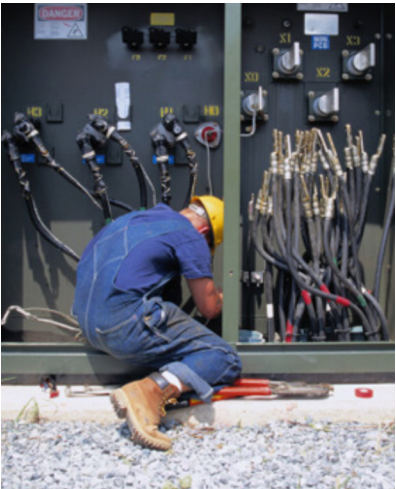
Type
Manufacturing

Web Site
www.usis.net

Employees
120+

Months using SkyPrep
32

Number of Courses
30+



THE CUSTOMER

USIS is a leading international service and installation company that can trace its roots back to 1924.Specializing in technology services, including structured cabling, desktop and server relocations, data networking services, electrical contracting, audio visual systems, security, wireless services, and training. Serving a wide range of clients from small shops to Fortune 500 companies, USIS takes pride in being a single source provider for design, implementation, project management, and support services.

THE CHALLENGE

The work that USIS employees do cover a wide array of technical trades, and each require specialized training. Not only do well trained employees perform better, but they also have increased safety and efficiency.

In the field, positions require technical trade experience. Training employees fosters safety, efficiency and keeps field personnel up to date.

–Eugene Lagana, USIS

Prior to implementing SkyPrep, all of the training done at USIS was either handled by instructor-led classes or on-the-golearning in the field. Not only was this not cost-effective, but it was also extremely time consuming.

When looking for an LMS, USIS knew that they needed an easy-to-usesolution that was accessible from any device with internet connection. They required not only full-fledged courses, but also an easy way to catalogue all of their training and informational content in a way that made it accessible to all of their employees, regardless of where they are.

We were looking to create an on-line resource library in addition to training courses so employees can access it from anywhere, with a web enabled device.

–Eugene Lagana, USIS

THE SOLUTION

The first thing that came to mind when onboarding USIS was our Resource Center feature. During the initial stages of the onboarding, the administrators mentioned that they would love the ability to allow their learners to have easy access to a resource library, regardless of whether they were enrolled in a course or not. The Resource Center allowed them to do just that. By placing content

into the Resource Center, learners were able to quickly access content whenever they needed to.

Skyprep helped create a location where we could organize over a thousand pieces of content in an easy-to-access manner, giving our field personnel a huge competitive edge.

–Eugene Lagana, USIS

Course creation was just as easy as creating the Resource Center. SkyPrep was built around the idea that starting and maintaining an LMS should be easy and hassle-free, compared to the general bloated and complicated experience that many other LMS platforms provide their users. With simple actions like dragging-and-dropping material into a course, USIS was able to create more than 30 courses in very little time.

The speed at which we were able to deploy SkyPrep was just fantastic. There was hardly a turnaround time. We had already compiled a list of material that we wanted to add to the platform and into courses. All we had to do was add all of the content to the platform, which was really easy with the bulk upload options, then we just created the courses by adding the material with only a couple of clicks. It was quite refreshing.

–Eugene Lagana, USIS



“...it would take an average of 32 hours to train...the new hire is now able to complete the training in only 4”

THE RESULTS

The ease of deployment and the effectiveness of their new training structure has significantly cut down on the time needed to fully train their employees. What used to take more than four days now takes only a few hours.

As an example, in cable manufacturing the old training process paired a new hire with an experienced employee and it would take on average 32 hours to train him. With the Skyprep LMS, this new hire is now able to complete the training in only 4 hours and go out on the floor and be productive in his first day.

–Eugene Lagana, USIS

Not only has it cut down on the time needed to train employees, but it has also made training more enjoyable. So enjoyable that USIS employees are actually asking to be added to the SkyPrep platform.

People find the system enjoyable to use, so more employees are asking for access to the system. This has an exponential benefit for meeting the goals set out for the LMS. The more people we get taking the courses, the more people we see ask for access.

–Eugene Lagana, USIS

In closing, the implementation of the SkyPrep platform has seen huge benefit for USIS. Training time has been cut eightfold, costs have gone down, and more and more people are signing up for training. The effect can be felt through all of the levels of the organization, making everyone more efficient and productive, freeing up time so that they can focus on the needs of their customers.



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