

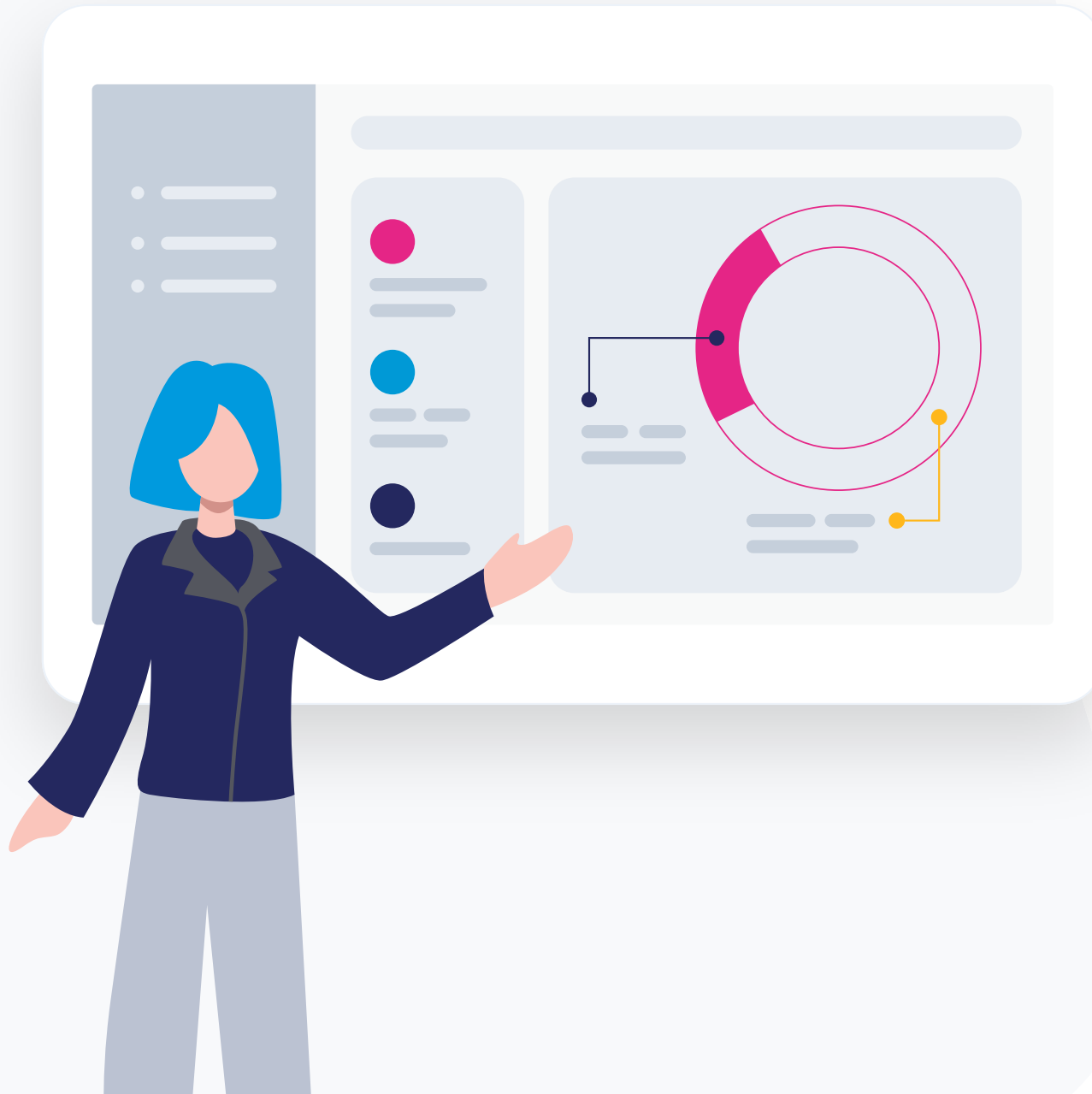


# Top Energy Company

Bolsters Compliance with Innovative Learning Technology

CASE STUDY

# ExpertusONE Cloud LMS improves global training adoption while reducing costs



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**SECTOR:** Natural gas liquids company

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**DESCRIPTION:**

World's largest independent E&P company engaged in hydrocarbon exploration.

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**LEARNER TYPES:**

Global Customers

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**CHANGEMAKER:**

**DIRECTOR OF LEARNING**

Natural Gas Liquids Company

## 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.

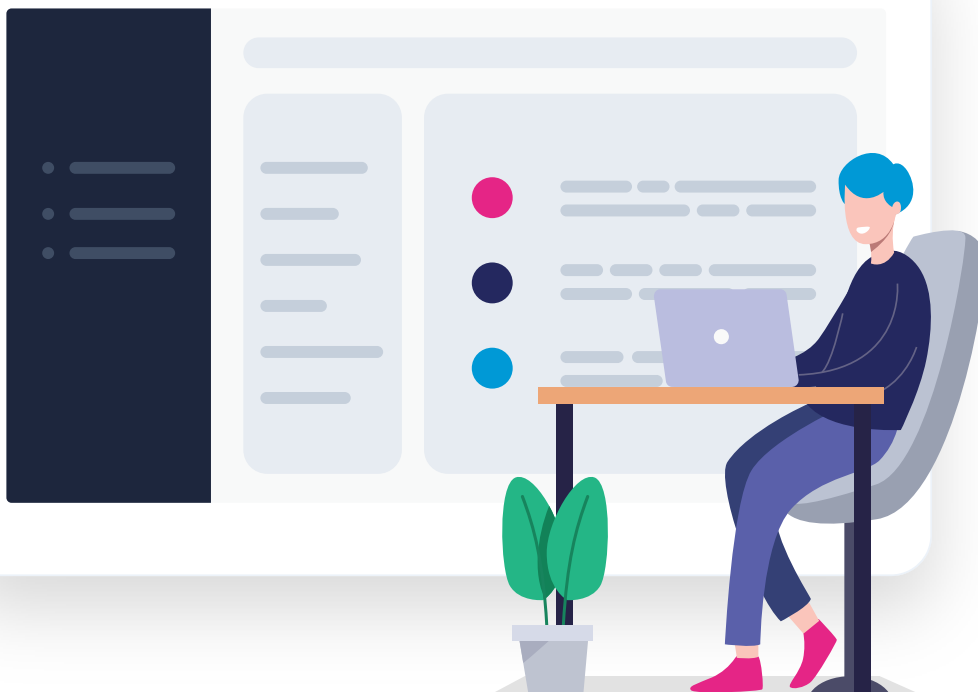
Despite a heavy annual investment in training and development, the company's Saba-based learning management system was at times unreliable, inefficient and ineffective. In fact, multiple business units had created peripheral LMSs, SharePoint sites and blogs as their own quick fix.

## 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,

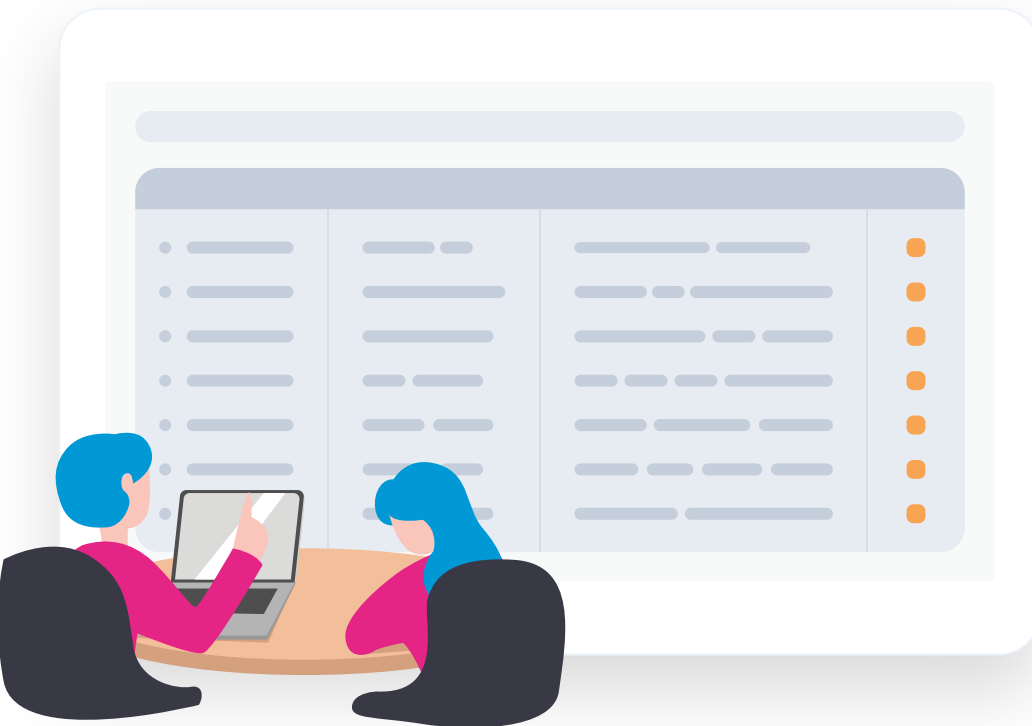
long-term platform that could keep pace with the company's global learning needs



## 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, PeopleONE’ Director of Business Consulting.

“PeopleONE 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 PeopleONE. And as a leading learning technology and managed services provider (specializing in the design and support of learning processes for global organizations), PeopleONE 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

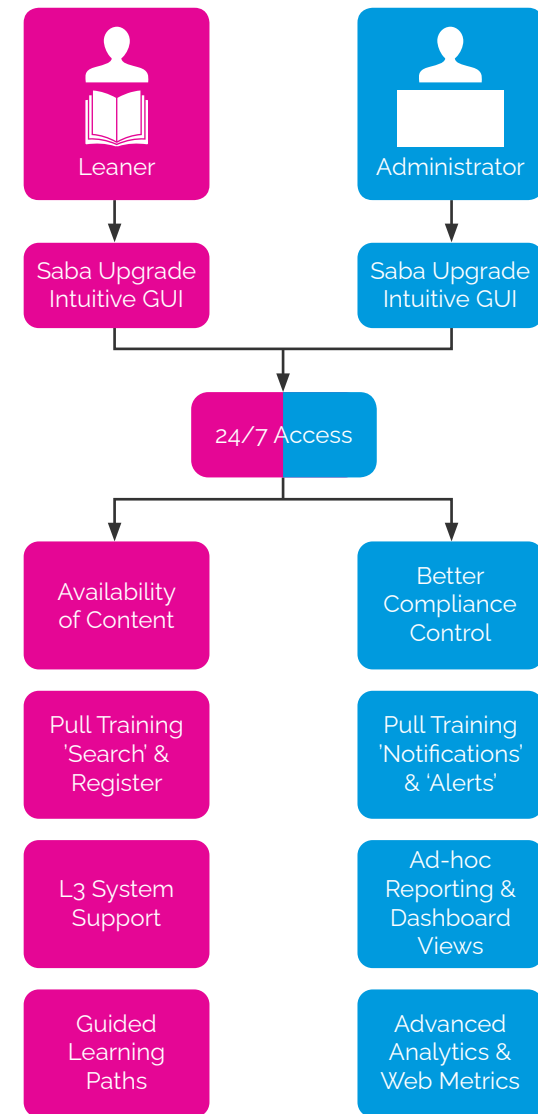


As for the graphical user interface, the organization chose to use PeopleONE' innovative social learning platform – ExpertusONE, which provided:

- 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

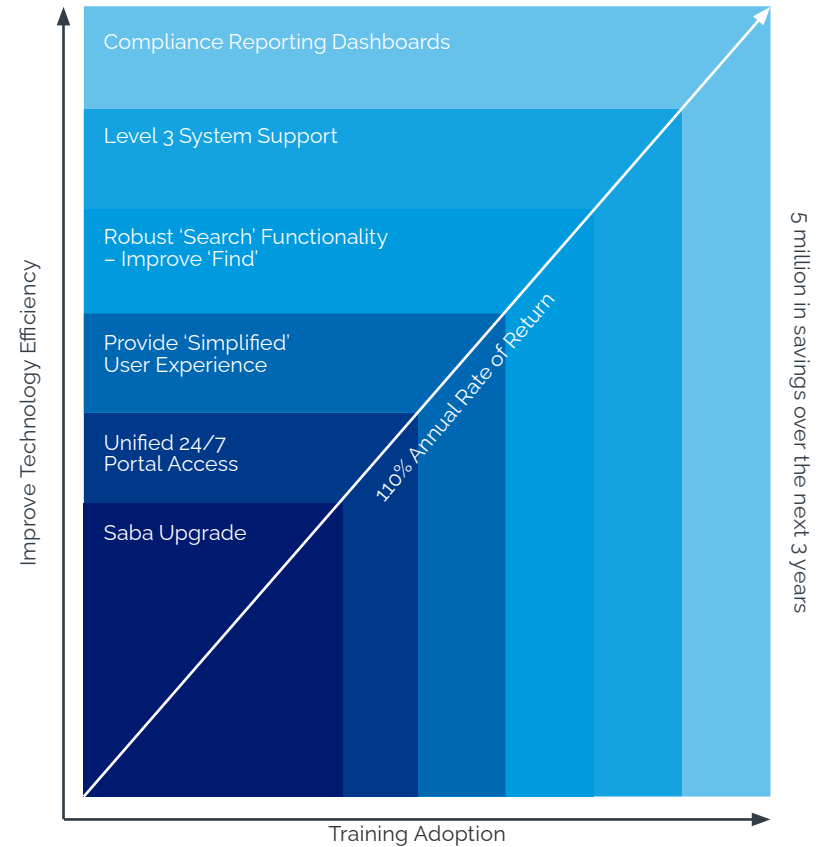
Additionally, PeopleONE created a change management plan and defined long-term best practices to bolster the new learning portal's immediate and future success. "We wanted to simplify how employees get the information and training they need – bringing them into full compliance – and improve their day-to-day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



"PeopleONE 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.”



## GET IN TOUCH

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