

## FOOD SERVICES INDUSTRY CASE STUDY

### PROBLEM

Client is a large restaurant chain open 24 hours a day, 365 days a year and employing thousands across the US. In 2006, the company was using a learning management system and having major issues. The application had problems running reports, tracking web-based courseware, and no method of maintaining instructor-led records. As well, the LMS vendor was hosted in a different country with inflexible support hours. By its own admittance, this client was ready to give up on using an LMS application and return to the older method of maintaining solely hand-written tests.

### SOLUTION

The primary hurdle concerning this client was a loss of data integrity during a move to a new system, but there were also doubts an LMS vendor could integrate with their older HRIS. So, Intellum first exported all of the training data from the legacy system and imported it into our Rollbook LMS. After successfully integrating the data, Intellum created a nightly HRIS feed so that information was automatically uploaded into the LMS. With training and HR data imported, Intellum then began to rebuild all of the learning paths based on preconditioned, roles-based assignments. Next, Intellum repurposed the client's web-based course content so that it was SCORM compliant and capable of running in a standards-based LMS. And finally, Intellum began implementing the new functionality in a phased approach by region. In total, this process took less than 30 days.

### RESULTS

Given their recent history with LMS applications, the client's expectations were dubious at best. However, within a short period of time (less than a month), Intellum was able to deliver a more robust LMS, courseware that was now more flexible, and support the client on a local level. Training records and successful completions by trainees in the field exploded. The client quadrupled completions within the first year, compared with historical usage on the older application. More importantly though, their IT team fielded far fewer support requests, despite the increase in usage. Put simply, Rollbook just worked, whereas the ousted vendor's application was riddled with shortcomings. As a testament to this success, the client has since partnered with Intellum to create more web-based training and has goals to implement the solution into other areas of the company previously considered incapable of using e-learning.