

## SECURITY INDUSTRY CASE STUDY

### PROBLEM

Client is a multinational security services company with over 50,000 employees worldwide. Given the nature of their business protecting many of the most high-profile government and private installations, there are myriad local, state, and federal training requirements, including site-specific education mandates. Complicating matters, the employee turnover is typically 35% each year, and security officers may work more than one post. Our client was looking to leverage technology to deliver, and maybe more importantly, maintain records for all training.

### SOLUTION

Intellum began the project by creating 20 customized web-based courses based on client provided subject matter. These courses served as the foundation for a Basic Security Officer suite, required by the client for all new-hires. These courses were then placed within the Intellum Rollbook LMS. Subsequently, the client began creating e-learning with a 3rd party course-authoring tool, growing the online library to over 120 courses within the first year.

Intellum also integrated the LMS into the client's HRIS and scheduling application so that employee data was passed into the LMS each night and training data was sent from the LMS to the HRIS on the same increment.

Finally, Intellum created a completely customized website to market the solution not only to employees but also to tout its benefit to their clients and prospects.

### RESULTS

Within the first 12 months, there were over 200,000 course completions, an increase of 400% over the previous system. The client also activated the Course Review option within the LMS, and the feedback was excellent, with many of the comments referencing the ease of use and exciting new way to learn. It wasn't just internal positive feedback though. Our client won these well-deserved external accolades as well:

ASTD Award of Excellence; Training Top 125; Brandon Hall Silver Award for Best Integration of e-Learning with Performance Management Systems; and ABAA- Best Training Team.