Case Study

International Software & Services Firm

About the Organization

The organization is a multi-national, multi-billion-dollar firm operating in the human resources software and services space. They are a Fortune 500 company with over 50,000 employees worldwide.

Organization Needs

The organization was experiencing issues with its previous learning measurement vendor. A series of cost increases and product problems in recent years sparked the organization to consider a new provider. Of importance in selecting a new vendor was a reasonable cost, thought leadership, and a focus on using the results to improve performance vs. collecting and reporting data.

Why Performitiv?

Performitiv was selected because it was 50% the cost of their previous learning evaluation vendor. Further, the Performitiv team has deep expertise in learning measurement and performance improvement. Finally, the Performitiv software has out-of-the-box reporting to allow instructors, program managers, learning leaders and stakeholders to receive easy-to-understand reports without a lot of configuration or customization. Moreover, the system is optimized to prompt action on the data to improve performance and has a simpler data collection and reporting interface.

Description of Use

The organization has been using the Performitiv system for instructor-led, eLearning and blended learning programs, regularly evaluate new hire, customer service and product specific curricula. The system is used to evaluate both internal employee development as well as client training. The organization uses the system's artificial intelligence algorithms that appear on the home page to manage by exception and to assign follow-up actions to team members for timely improvements and changes. For example, the Performitiv algorithms highlighted a particular learning experience that was significantly lower rated than similar experiences. It was assigned to a team member who concluded that it was an international class, and as a result, there were some difference in delivery that resulted in the lower scores.

Results

The organization has been able to spend less time on system administration and finding/building reports, allocating more focus on using the data to improve the programs and the people impacted by them. They have been able to monitor what curricula and stakeholder groups are closer aligned on job and business impact compared to others and convey this information in a constructive way to learning leaders and stakeholder audiences.