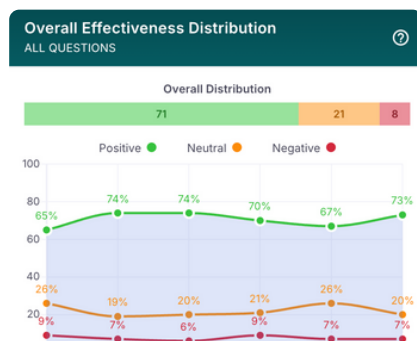


# How a Large Global Insurance Provider Used Performitiv to Help Drive a 4X Improvement in Knowledge Gain, NPS and Business Impact

## Challenge

With thousands of agents and millions of customers served in hundreds of offices across the country, this insurance provider faced significant challenges in rolling out new certification programs around several important new product offerings. A single eLearning course was rolled out to all agents and partners, with results that did not meet leadership expectations.



## Solution

Shortly after the rollout, the team used Performitiv to help review insights based on evaluation data and past benchmarks on performance. Using feedback from learners and Performitiv insights, they realized change was needed and that a single program for all learners was insufficient. They specifically redesigned the course to create several tailored eLearning courses with a more targeted launch - getting the right content to the right learners at the right time.

## Results

With enhanced content and a new targeting strategy grounded in Performitiv data, they took swift action to optimize, and were able to drive a significant impact on results. Application increased 150%, while Knowledge Gain and Impact on Business Results increased by almost 400%. Ultimately, the program was very well received, with Learning NPS ratings increasing by over 400%.



Increased Learning Effectiveness by  
**45%**



Improved Job Impact by  
**200%**



Decreased Scrap Learning by  
**13%**



Increased Knowledge Gain by  
**86%**