

... CASE STUDY

Implementing SuccessFactors Learning at an Energy Company



Precise documentation and meticulous preparation lead to a successful, on-time, and on-budget implementation.

Challenge

The client's internal, homegrown Learning Management System (LMS) had been used for several decades and needed a facelift. The system included millions of training records, courses, curricula, online content, custom reports, and custom integrations that needed to be analyzed and rebuilt as the company transitioned to SuccessFactors.

Solution

The LMS migration for 13 business units from their homegrown system to SuccessFactors Learning was successful in large part because of the months of planning, documentation, and preparation done by the client and the GP Strategies® core project team prior to launch. End-to-end system and user acceptance testing, deployment execution with hour-by-hour precision during cutover, and ongoing knowledge transfer all resulted in a deployment devoid of disruption to normal business.

The GP Strategies team also focused on additional training for administrators, trainers, supervisors, and learners. Beginning 8 months before launch and running up to go live, the team conducted virtual "Office Hours" twice a week, allowing stakeholders to attend and ask specific, relevant questions as they prepared training in the system.

Business Impact

After the project went live in June 2019, the client saw immediate improvements in their training processes, specifically related to compliance and required training with due dates. The ability to define due dates for recurring, mandatory training and schedule reminders and notifications for the SuccessFactors Learning module to send to learners and supervisors resulted in a more reliable and efficient training process for a company in a highly regulated industry.

RESULTS

IMPROVED Compliance

Enhanced TRAINING scheduling and tracking

TIMELY notifications to drive better engagement with the **SuccessFactors Learning Module**

