

How DuraServ Creates Better Training Content in Half the Time

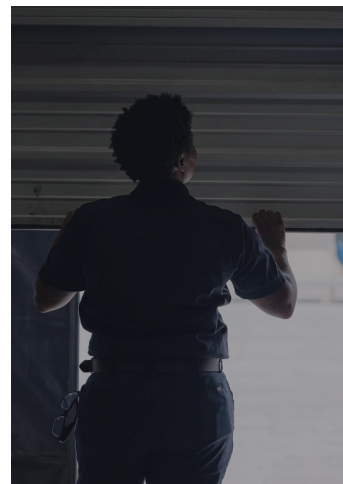
DuraServ used ClickLearn as a faster way to create training content without the lengthy production process, vastly reducing the average time spent on creating training material.

80%

Reduction in time spent creating content

12 days

saved every month on content creation



Challenge

Making comprehensive training content with fewer steps and resources

DuraServ's previous content creation process consumed a great deal of time and resources. According to Creighton Hulse, L&D Manager at DuraServ: "We would have to coordinate a screen recording, give it to a video editor for cleanup, have a third-party voiceover artist record the audio, then create a PDF document of the process along with a knowledge check at the end. It involved more people and a lot more time."

When DuraServ evaluated ClickLearn, three capabilities stood out:

- ✓ A structured learning program, that is well received by end-users
- ✓ The ability to test user proficiency on training content
- ✓ Timesaving with content created in multiple platforms



Company Name
DuraServ

Industry
Facilities Services

Headquarter
Carrollton, TX, USA

Company size
1,000 employees

Year founded
2001

Integrations
D365 BC / NAV

Solution

Approaching implementation as an operational shift

The team at DuraServ heard that ClickLearn was tightly integrated with Dynamics 365 and came highly recommended as a tool to assist in rapid user adoption. They gradually customized Dynamics 365 for each department and role and tested it in a sandbox environment. The resulting user feedback helped them ensure optimal results. Once development stabilized, they were able to quickly create training content in half the time. Their ClickLearn-produced content incorporated these company-specific customizations, preparing them for a phased, office-by-office Dynamics 365 rollout and the associated training.

With ClickLearn, multiple people can contribute to the development of a piece of content. "Our Sales and Coordinator SMEs (Subject Matter Experts) created the original recordings. We used the collaboration tools within ClickLearn to create notes, color-coordinate the development stages, and perfect the content before publishing," Creighton notes.

Thanks to ClickLearn's built-in monitoring and evaluation of user content consumption, DuraServ's Learning & Development team alongside their Training Department can see how employees are coming along with their training and offer assistance as needed. Creighton says: "I created a dashboard to see who's doing what, and how often, or if they've even logged in recently." ClickLearn replays recorded processes and captures updated screenshots, automating much of the work required to keep training materials current.

“ I had projected a full six months to create a complete set of training materials for Dynamics 365. Once we began to use ClickLearn, that timetable was reduced by 80%.

Creighton Hulse
Learning & Development Manager for DuraServ

Creighton comments: “I can run the module through ClickLearn to update the content, send it over to one of my SMEs to ensure the content accurately reflects the user experience, and then publish it. One of the bigger benefits of ClickLearn is that it's given us a workflow for content creation and updates. It's a seamless process.” Creighton estimates that their former process might have required a full-time employee as much as two weeks to update their training materials. With ClickLearn, he says, that could be reduced to as little as two days.

Timesaving with adoption across the organization

Before ClickLearn

Training pulled employees away from their core responsibilities
Learning happened in fragments, often interrupted
Errors required follow-up from support teams

After ClickLearn

Time to create training materials reduced by 80%
Multiple formats increase progress and user satisfaction
Projected time savings to update training from two weeks to two days

Results

A solution that easily expands

ClickLearn's functionality has impressed everyone at DuraServ. They're examining the possibility to expand its use beyond Dynamics 365 to train employees on standard operating procedures for the company.

Would DuraServ recommend ClickLearn to others? “Yes!” says Creighton. “With something as complex and customizable as Dynamics 365, the ability to automatically update training materials is a huge benefit.”

In summary, ClickLearn played a critical role in the rollout of Dynamics 365 across DuraServ's 30 offices, facilitating rapid user adoption of their new software, which drives a much higher return on their investment.

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Additionally, giving users instant access to training when they need it most helps them find answers faster while reducing the burden on support staff. With ClickLearn, DuraServ has a scalable training solution that will continue to support its teams for years to come.

About DuraServ

DuraServ is the North American loading dock, door, and equipment industry leader. They provide comprehensive 24/7/365 services to clients with large facilities, spanning from coast to coast across the US and in key markets in Canada. Founded in 2001, DuraServ has grown to some 37 divisions and an expanding team of more than 850 employees to quickly serve the needs of their clients in this fast-paced market.