

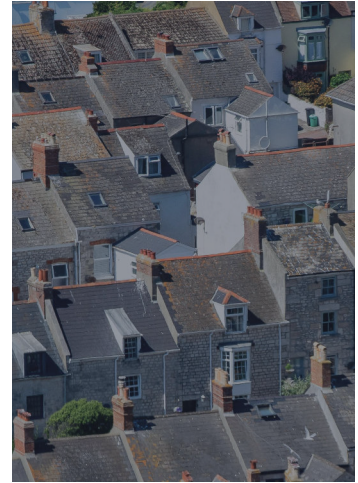
Thrive Homes Produces Modern Training Twice as Fast

40%

time saved on building training material

200+

Scripts created in half the time



Challenge

A modern approach to training and documentation

Thrive Homes decided to modernize their operations by moving to Microsoft Dynamics 365. Such a fundamental shift in technology required employees to learn a new system and new business processes. In the past, the company had produced well-written training documentation, but they were not satisfied with the quality of the video illustrations of the process. It was a headache to transfer training materials to different formats, and they were cautious that costs can spiral as you try to build on handcrafted materials and it fast becomes a struggle to keep all materials updated.

“ We did not want 50 different people using different systems for training and onboarding. Our goal was to have a consistent platform to have high-quality training material for everyone.

Jamie Ross
IT Trainer for Thrive Homes

When Thrive Homes evaluated ClickLearn, three capabilities stood out:

- ✓ Seven learning formats from one recording catering to different Styles
- ✓ Multi-language support and adaptability to scale
- ✓ The ability to create content in multiple formats in minutes

Solution

Revamping the CRM training strategy

“ On a call with TechLabs, I spotted the consistent documentation, setup, and format and asked them what training application they were using. When I found out it was ClickLearn, I put it under a microscope. TechLabs showed us the power of what ClickLearn could do for us. I knew it was going to be the right product that would tick all the boxes for the functionality that we needed.

Jamie Ross
IT Trainer for Thrive Homes

In Jamie's own words, the purchase was a no-brainer from both a training and end-user perspective.

“Creating materials manually is a tedious, time-consuming process. ClickLearn proved to be a game-changer in content creation, significantly reducing the IT Trainer's workload.” He continues: “I would say at least 40% of my time was spent

Thrive Homes

Company Name
Thrive Homes

Industry
Housing Association

Headquarter
Hemel Hempstead, England

Company size
199 employees

Year founded
2008

Integrations
D365 CE / CRM

Website
thrivehomes.org.uk

producing reference materials, including videos. ClickLearn has freed me up so that I can focus on training. My time has been better spent actually delivering the content produced.”

Not only does ClickLearn automate much of the work, but it's also easy to use. “You just lay ClickLearn on top of what you're doing, and while you carry on with the task at hand, it records everything for you. I've never known anything like it!” Jamie exclaimed.

“ In the past I was doing most of the talking in training sessions. But now, when users are shown the ClickLearn interface, they automatically start touching their mouse without being asked. It's very visual.

Jamie Ross
IT Trainer for Thrive Homes

Results

Cutting training time from one month to two weeks

Jamie's only regret with ClickLearn is not finding out about it sooner. He recounts:

“ I wish I had known about ClickLearn in my previous positions. We had to create content manually and send it out for translation. It would have saved us thousands of pounds and thousands of hours.

Jamie Ross
IT Trainer for Thrive Homes

Thrive Homes has already built over 200 scripts with ClickLearn and has plans to do much more. They're experiencing what Jamie calls the “mushroom effect”. Starting with his small project team, ClickLearn is becoming a shared resource for documentation and training.

Jamie relates: “I've been asked to help build at least 15 training modules for our phone system. If I did it manually by cutting, pasting, and writing the narrative, it would take me a month. With ClickLearn, it will take two weeks – half the time.” He adds: “HR wants to build materials to show how to request a meeting with a manager, how to access HR resources, and more. ClickLearn has already shown its flexibility outside the project it was originally purchased for.” With ClickLearn's features at hand, Thrive Homes is poised to reach greater potential, empowering their employees with effective and engaging training materials while optimizing time and resources.

ClickLearn has been instrumental in Thrive Homes' journey to streamline their training content creation process and deliver high-quality materials to support their mission.

About Thrive Homes

Thrive Homes helps individuals and families secure high quality, affordable housing. Founded in 2008, the company owns and manages over 5,000 homes, striving to increase housing availability and affordability in one of the most expensive parts of the UK.