

CKS Packaging, Inc Cut ERP Support Hours by 75% Across 11 Plants

By deploying ClickLearn UXP as an in-app training and guidance platform across 11 plants, CKS Packaging, Inc achieved standardized ERP processes across multi-language teams.

79%

Faster Onboarding

~\$1,332

ShowMe Videos Watched

100

ShowMe Videos Watched



Challenge

Making complex ERP feel consistently simple

CKS Packaging, Inc needed a way to standardize processes, reduce reliance on support, and make training accessible within the system itself. They'd previously had only one corporate trainer, responsible for ERP training across all locations, with no centralized SOPs and high volumes of repeat support inquiries.

Users relied on support calls instead of self-service. The support team spent significant time answering repeated Dynamics 365 Business Central questions. New hires took nearly two weeks to work independently, while experienced employees lost hours covering training.

When CKS Packaging evaluated ClickLearn, three capabilities stood out:

- ✔ A structured learning program, well received by end-users
- ✔ The ability to test user proficiency on training content
- ✔ The prospect of saving time on multi-platform content creation



Company Name
CKS Packaging Inc.

Industry
Packaging/Manufacturing

Headquarter
Atlanta, United States

Company size
3,000+ employees

Year founded
1985

Integrations
Dynamics 365 Business Central

Website
ckspackaging.com

“ That's one of the things I really like about ClickLearn. It does a great job of standing in the gap between the user and the instructor, trainer, or support team. ClickLearn covers every mode of learning. There's a video you can watch and follow along step by step, and it includes video guidance if you're an auditory learner.

Shameka Howell
Corporate Trainer at CKS Packaging, Inc.

Solution

Approaching implementation as an operational shift

ClickLearn was introduced as the centralized training destination across the organization. The goal was to shift from one-to-one dependency to self-service at scale. CKS Packaging implemented ClickLearn UXP to bring training directly into Business Central. Instead of relying on external documentation, users could access step-by-step guidance in real time, embedded within their workflow.

Training content was standardized across plants and automatically available in both English and Spanish. A centralized learning portal ensured consistent access to resources, while built-in testing capabilities helped validate

user proficiency. Content was developed with subject matter experts (SMEs), and ClickLearn was introduced as the official training source. Users were encouraged to rely on in-app guidance before contacting support.

“ I got ClickLearn up and running. Now all the users have a platform that they can go to. I spend so much less time on the phone, on Teams, or going over to a plant.

Shameka Howell
Corporate Trainer at CKS Packaging, Inc.

Phase 1: Content creation	Phase 2: Platform setup	Phase 3: Rollout and launch
SMEs were interviewed to identify critical Business Central workflows, followed by the development of standardized process flows within ClickLearn. Once created, the content was reviewed, refined, and approved by stakeholders before being published.	ClickLearn UXP (User Experience Panel) was installed as an in-app help extension inside Business Central, providing users with immediate access to guidance within their workflows. A branded 24/7 learning portal was created to centralize training resources, with multi-language content configured to support both English and Spanish users.	UXP was initially introduced at the most critical plants, where end-users received in-person training and were encouraged to use in-app guidance before contacting support. Over time, UXP became the organization's official training destination, providing a consistent and centralized resource for users across the business.

Results

Measuring impact across 11 plants

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

“ After rolling out the UXP, the support team reported a reduction in internal queries on BC by at least 75% and employees no longer have to wait for answers they need right now.”

Shameka Howell
Corporate Trainer at CKS Packaging, Inc.

A model designed to scale in the future

With a scalable training model in place, CKS is equipped to support future growth without increasing support burden. The platform didn't replace expertise, it expanded it. As CKS prepares to launch a new Houston plant, the ClickLearn platform, with its in-app guidance, is already part of the operational foundation.

The content is built, and the framework is proven. Expansion is now about scaling the rollout, not starting over. CKS is planning to open a new plant in Houston, TX, and the UXP will be integral for those brand-new users, with the content ready to deploy.

The impact was immediate across the 11 plants where ClickLearn was deployed, and the numbers are impressive. ClickLearn UXP was rolled out across 11 of CKS Packaging's 26 plants, supporting nearly 100 active users in two languages. New hire onboarding accelerated significantly, with employees reaching productivity in just a few days instead of nearly two weeks. CKS also reduced onboarding costs, saving an estimated \$1,332 per new hire by minimizing lost productivity.