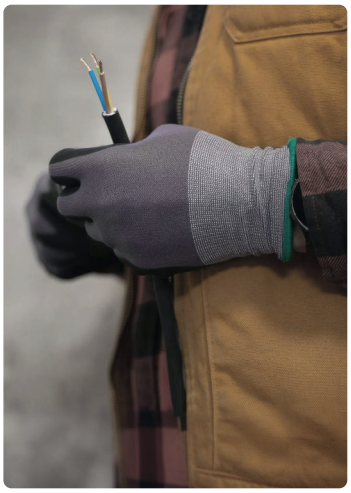
CDL Electric LLC Scales User Adoption, Saving 600+ Project Hours



By deploying ClickLearn, CDL Electric LLC was able to achieve 100% adoption across 125 users while simplifying their regulatory compliance.

100+

Training hours saved annually

600—700

Estimated hours saved across the project

Challenge

Moving from paper to digital without leaving users behind

For years, inspections at CDL Electric LLC (CDL) were handled through a paper-based process. As they looked to modernize their operations, they introduced an electronic record-keeping application. But introducing this new system led to a new challenge: helping a field-based workforce adopt it.

CDL Electric LLC needed over 100 users to adopt the new system. While these users were experienced railroad maintainers, they had limited experience with electronic applications. Training needed to be comprehensive, standardized, engaging, and scalable. The Federal Railroad Administration (FRA) also required CDL Electric LLC to provide evidence of compliant training documentation before rolling out the new system. High-quality training was key not only to pass the FRA's requirements for deploying the system, but also to support day-to-day operations and record-keeping for 3,500 railroad crossings.

As the project manager, Madelynn Call was responsible for working between users and application developers, diagnosing issues, and training new users. It was crucial for their team to find a viable solution that could keep pace with the company's extensive day-to-day training and compliance requirements.

When CDL Electric LLC evaluated ClickLearn, three capabilities stood out:

- Ability to easily create training in multiple formats, including video
- Access to consistent training anytime, on demand
- Support with FRA audits and compliance, thanks to simplified compliance documentation

CDL

Company Name
CDL Electric LLC

Industry
Railroad/Service Trades

Headquarter
Pittsburg, Kansas

Company size
475

Year founded
1964

Integrations
Other

Website
cdlelectric.com/

Solution

Creating training once and making it available whenever users need it

ClickLearn became a key part of CDL Electric LLC's transition to electronic record-keeping. Rather than relying entirely on live training, the team created a library of training resources that they could access as they learned the new application. The ability to create training in multiple formats was particularly valuable. Some users could follow a video walkthrough, while others could use quick step-by-step instructions. This allowed CDL Electric LLC to provide guidance in formats that worked for different learning styles, while keeping the information consistent. For Madelynn, the simplicity of creating the content was just as important.

> I do not have the knowledge or technical skills to create training tutorials, especially video-based ones without ClickLearn. Just screenshotting and highlighting where you want them to click is a pain. ClickLearn really made that a lot easier.
>
> Madelynn Call
> Project Manager, CDL Electric LLC

CDL Electric LLC introduced the electronic system gradually with a phased rollout, training groups of users as they moved away from the paper process. Instead of having numerous in-person training calls, employees were given ClickLearn resources they could return to whenever they needed help. The feedback from their team was that the training format was easy to follow and access.

> The ease of access has gone up. The ability to train those users with ClickLearn really was a gamechanger for rolling out the web-based product which was completely new for our company.
>
> Madelynn Call
> Project Manager, CDL Electric LLC

Madelynn was freed from repeatedly delivering the same information and allowed her to focus on other aspects of the project. CDL Electric LLC also created a more consistent training experience. Instead of relying on different supervisors or experienced employees to explain the system, new users could access the same guidance created by the project team.

ClickLearn also supported CDL Electric LLC's regulatory approval process. Before they could use electronic records, they needed approval from the FRA. Part of that process required the company to demonstrate that it had appropriate user training, a user manual, and a plan for follow-up training when necessary. The ClickLearn portal provided CDL Electric LLC with a centralized collection of its training materials. CDL Electric LLC downloaded their ClickLearn portal in less than five minutes and delivered the complete training library to the FRA for auditing and review. This led to them passed the audit, and rolling out their new system with ease.

> The FRA has to give approval for any railroad or contractor company like CDL to use an electronic system versus just paper. We were using that downloaded portal as part of our packet to submit for approval. They want to make sure that you have training material and a user manual. You have to have that to get approval, so that was a big deal for us.
>
> Madelynn Call
> Project Manager, CDL Electric LLC

Results

Faster adoption, less training time, and a leaner support model

CDL Electric LLC reached 100% adoption among the 125 users that transitioned to the new system. The company worked toward fully eliminating their paper process, with the goal of being off paper by the end of Q3 2026. Madelynn identified the ability to accelerate adoption by estimating that she is saving more than 100 training hours of her time annually to train new staff. CDL Electric LLC also estimates that with this project, they have saved their workforce 600–700 hours across training, answering questions, meetings, one-on-one support, and the creation of training materials.

CDL Electric LLC reported that electronic records are more accurate, take less time to complete, and are easier for inspectors to access. The move also eliminated much of the administrative work associated with mailing and filing paper inspections. Most importantly, ClickLearn allowed CDL Electric LLC to scale its training without adding dedicated trainers. As the company continues hiring new maintainers, that training model can continue to scale without requiring the same level of one-to-one support. For Rick, the impact was straightforward:

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> ClickLearn enabled us to do this on a much faster and affordable scale than we would have been able to do it otherwise.
>
> Rick Clutter
> Vice President of IT, CDL Electric LLC

The result is a more scalable approach to digital adoption, helping CDL Electric LLC modernize a traditionally manual operation while keeping its users, customers, and internal teams moving forward. As CDL Electric LLC continues its move toward a fully digital inspection process, ClickLearn provides a foundation for keeping users informed, supported, and productive without adding unnecessary demands.

Before ClickLearn

- Manual, paper-based inspection processes.
- Time-consuming, repetitive one-on-one training.
- Limited standardized training and compliance documentation.

After ClickLearn

- Streamlined transition to electronic record-keeping with 100% adoption among transitioned users.
- Self-service training saving 100+ hours annually.
- Centralized training library supporting successful FRA approval.

> I would definitely recommend ClickLearn, because just from the administrative side, it is unbelievably easy to use. The quality of the product that it puts out is unparalleled.
>
> Rick Clutter
> Vice President of IT, CDL Electric LLC

About CDL Electric LLC

CDL Electric LLC is an international rail maintenance and construction company that also manages local service trades. Over the years, they have grown and developed rapidly, now operating in more than 38 locations, serving more than 40,000 customers. Around 70% of its business is in the railroad industry, where the company manufactures and installs railroad crossing equipment and maintains that equipment under contracts with railroads. They also offer more than 15 supplementary services within trade, such as HVAC and plumbing.