Franz Family Bakeries Achieves 100% Training Completion

Franz Family Bakeries used ClickLearn to reference and apply new workflows for frontline employees across all depot locations.



Challenge

A more scalable approach to frontline training

As part of their ERP implementation, Franz Family Bakeries needed a scalable way to train Route Service Representatives (RSRs) and depot teams on their Honeywell DSD handheld devices. With new mobile workflows being introduced, they needed to ensure users could quickly learn and consistently follow new processes without relying on extensive and costly on-site training.

In the past, their frontline employees relied heavily on supervisors, IT, and the service desk for basic workflow guidance. Training was often passed down through tribal knowledge, leaving inconsistencies in how processes were learned and performed. There was also no centralized training library where employees could easily access guidance for their handheld workflows.

As the rollout progressed, Franz Family Bakeries needed a modern training solution that could support swift adoption while reducing the burden on supervisors and support teams. The solution needed to deliver consistent, repeatable training across all locations. It also needed to provide employees with immediate access to guidance when needed.

When Franz Family Bakeries evaluated ClickLearn, three capabilities stood out:

- The ability to capture and maintain process documentation in one place
- Fast and scalable content creation to update guides without manual work
- Self-service training for every user to learn at their own pace

Company Name
Franz Family Bakeries

Industry
Food/Beverage

Headquarter
Portland, Oregon, USA

Year founded
1906

Integrations
D365 Mobile

Website
franzbakery.com/

Solution

Creating a self-service training experience

To support frontline employees using D365 Mobile, Franz Family Bakeries partnered with ClickLearn to create a unified, self-service training experience. Route Service Representatives (RSRs) and depot teams received immediate access to step-by-step guidance directly on their handheld devices, helping them complete workflows with less reliance on supervisors or IT.

Franz Family Bakeries leveraged ClickLearn's Web Applications Connector recording solution to capture processes in D365's Mobile App, giving them digital multi-formatted training (including step-by-step guides, PDFs, and videos). ClickLearn supported mobile process capture by running the Android or iOS app inside a desktop emulation environment. All of this was accessible in a learning portal launched on depot scan gun devices, enabling all the locations to independently train employees and support adoption on the newly rolled-out application.

This approach reduced the need for employees to contact IT or wait for supervisor assistance. Instead, they could find relevant instructions themselves. The ClickLearn portal became a centralized source of truth for Dynamics Mobile processes, helping them standardize training and improve consistency across their company.

Results

100% training completion across all depot locations

ClickLearn supported Franz Family Bakeries throughout the ERP project's design, testing, and solution phases. The content also served as a reference library for validating workflows and aligning functional teams. Franz Family Bakeries achieved a 100% training completion rate for all assigned ClickLearn modules, a first for their user group. By delivering training directly to handheld devices, employees gained access to real-time, self-service learning at the point of work, helping new hires get up to speed faster without waiting for scheduled training sessions. ClickLearn also improved project team efficiency by serving as a reliable reference library for workflow documentation and validation throughout solution development.

The standardized training environment also gives Franz a more scalable way to support its workforce. Instead of repeatedly delivering the same information through scheduled sessions or informal knowledge sharing, training can be created once and made available to employees whenever and wherever they need it. This makes it easier to onboard new employees, introduce new workflows, and support future ERP changes without increasing the same level of dependency on in-person support.

As Franz Family Bakeries plans to introduce ClickLearn's UXP capabilities in the next phase of its implementation, the opportunity is to extend this self-service experience even further by bringing guidance directly into the flow of work.

About Franz Family Bakeries

Franz Family Bakeries is a Portland, Oregon-based manufacturer of bread, pastries, and specialty baked goods. Founded in 1906, Franz Family Bakeries continues to grow with the needs of their customers, top of mind. An example of is their drive to innovate, is their dedication in developing certified organic, gluten-free, and non-GMO products for their market.