



Pieter's Consulting selects LMS365 to verify training for its customers Industrial Access & Chimney Solutions.

LMS365 supports the training needs of Pieter's Consulting

Challenge

Pieter's Consulting was approached by Chimney Sweep, Inc. and Industrial Access, Inc to find a Learning Management System (LMS) that would support each company's required safety training and simultaneously provide a variety of content to engage employees in needed skills. As an experienced learning consultant Patrick Pieters, CEO and Founder of Pieters Consulting, worked closely together with the two companies to help create training content and design a curriculum for their employees. The companies had similar requirements when it came to their training needs:

- + Verification of required safety training
- + Verification of completed technical training
- + The ability to track progress and report on results
- + Provide blended learning to employees to drive engagement
- + Support rapid growth and onboarding needs
- + Scale for growth

A | Chimney Solutions Inc.

Pieters Consulting first started working with Chimney Solutions, Inc. in May 2016. One of the largest chimney sweeping companies in the US, the company was looking to triple their size in the next five years. To support them in this expansion, Christian LeBlanc President and John Susong Founder, tasked Patrick to seek out a solution that would

“ It is what I would call an “elegant” design for a small business and provides just enough capability to meet the business needs without excessive cost and without the need for IT Infrastructure or Personnel as it is on the cloud (perfect). I would highly recommend it to others and also in any of my future consulting efforts.

Patrick Pieters | CEO & Founder, Pieter's Consulting

provide expert-level training, integrate with existing technology and accelerate the scale up process. After researching various solutions Pieter's suggested LMS365 Cloud, the LMS that leveraged the Microsoft Cloud and Office 365 environment to deliver state-of-the-art training and management.

Results

- ✓ Curriculum for Sweep Technicians
- ✓ Improved onboarding process
- ✓ Learning modules to support HR and day-to-day operations
- ✓ 8 courses providing a variety of content (100+ YouTube videos, websites, 25+ PDF files)
- ✓ Implemented Safety Training

B | Industrial Access Inc.

Currently LMS365 users are Chimney Sweep Technicians. However, due to the tremendous amount of success the company has already seen with LMS365 Cloud, Chimney Solutions University will expand in the future to include sales and call center personnel. Two hours are set aside every week for employees to utilize the system and take online training to develop their skills, acquire new ones and share knowledge: a single hub for learning that allows the company to capitalize on the talent they already invested in. With the help of the ELEARNINGFORCE Americas support team Patrick is looking forward to familiarizing himself even more with the product and utilizing all of its features to further build on this foundation and help drive Chimney Solutions towards success.

In parallel and after experiencing good results with LMS365 at Chimney Solutions Inc. John Susong Founder & CEO and Steve Green President & COO, sought to mirror this success in his other business Industrial Access, Inc. The company helps create cost-effective testing, maintenance and repair methods for its power generation, heavy industrial and manufacturing clients. Along with a need to quickly scale up and train new people for contracts all over America, the company required regular training to maintain the competencies needed to achieve their Rope Access and a complete set of industrial maintenance and repair training needs.

Furthermore, working at a high level – literally – means maintaining and emphasizing safety measures is of the utmost importance. With the help of Pieter's Consulting and LMS365 Cloud Industrial Access has been able to establish a learning environment similar to the one at Chimney Solutions to enforce safety regulations and minimize risk.

Mobility and access was also an important factor for the company. Often mobilized on projects for up to twenty days at a time employees needed a way to keep their skills honed during the downtime. With training materials accessible on LMS365 from anywhere, on any platform, at any time, this was now not just a possibility but reality. Some of the results the company has seen:

Results

- Curriculum for 5 job levels of operators who do the climbing, cleaning, tearing down, etc. of large stacks (as high as 400-600 feet high).
- Support OSHA web-based courses and vendor classroom courses on MSHA and SPRAT training
- Utilizing Quiz App feature to test teams on safety measures and procedures and the 100+ safety documents that are required
- Certificates capability with pre-requisite training schemes

Conclusion

In both businesses LMS365 continues to help management verify that people have read the required safety chapters and also generate reports on training progress. With LMS365 Cloud the companies are able to provide the consistent training and swift on-boarding that is needed due to a fair amount of employee churn. Furthermore, LMS365 provides the Blended Learning solution that was required to

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to provide a variety of ways to digest the content needed to engage employees.

Though still in the implementation phase employees are excited about having training available to them through the cloud platform. Management is now able to provide high quality training in a better packaged and deliverable format.

Management in both companies is excited about LMS365 at this time and expectant about the kind of results and ROI we can see come out of it too."

Said Patrick, whose background includes 32 years of education, training, and learning consulting in IBM Services -is used to complex systems.

QUICK FACTS

Industry // Consulting

HQ // Marietta, GA

Established // 2005

www.LMS365.com



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