



NCR Corporation

SUMTOTAL® CUSTOMER SUCCESS

▶ THE COMPANY

NCR Offers Self-Service Learning

In 1884, John Patterson founded NCR (NYSE: NCR) when he saw the potential of the first mechanical cash register. Originally called the National Cash Register Company, Ohio-based NCR Corporation, which employs 28,500 people, now provides data warehousing technology, ATMs, self-checkout systems and IT services that make it easier for companies and customers to do business with one another.

For more than a decade, NCR has been the worldwide leader in self-service solutions with its ATMs installed around the globe. So it's only fitting that NCR would take an approach that made it easier for employees to help themselves to training and professional development.

SumTotal[®]

STRONG TEAM, STRONG BUSINESS.

▶ THE CHALLENGE

“We believe if employees are going to better themselves professionally and meet the corporation's business needs, they have to have a clear-cut way to identify where their weaknesses are,” said George T. Brennan, vice president of NCR Global Learning. “And they have to have a strategic system in place to strengthen those weaknesses with learning, both classroom and online.”

Not long ago, NCR faced the question that organizations stare at every day: How does an employer assess an employee's performance and boost that worker's productivity?

According to Brennan, there were at least two challenges to answering this question. First, NCR managers had no standard means to identify gaps in an employee's set of skills. And, second, employees faced a challenge in picking the right courses from among the thousands of courses that NCR University offered.

“It can be tough for employees to know what learning activities they should pursue to better themselves,” remarked James E. Bauman, director, NCR University Operations. “We wanted a web-based system that could identify competencies for a job role and tie learning activities to each; an employee could then choose a job role, do an online assessment of his skills and send the results via email to his manager.”

In turn, the manager would assess the employee. Next, as Bauman's vision would have it, the manager and employee would sit down together to compare their assessments online. And then both parties could apply a specific course of learning to resolve any skill gaps or discrepancies.

▶ THE SUMTOTAL SOLUTION

“To make our vision a reality, we picked a learning management system (LMS) that would let us load a number of 'worker competencies,' and tie courses to them. In that way, managers and employees could use the assessment process to quickly plug skill gaps with the right education,” said Bauman. “The LMS would deliver education online to the employee and report and track the results of each worker's efforts.”

The system NCR picked was an LMS made by SumTotal.

“To date, we've rolled out the assessment system via the LMS to 1,500 of our professional services employees,” Bauman said. “If we're successful in rolling this out broadly across NCR, then we'll have a standard means for seeing where our strengths and weaknesses are. Staffing could even use the data to hire people with strengths where NCR has weaknesses.”

CASE STUDY

NCR

▶ THE RESULTS

NCR says employees using the LMS for these self-service assessments are now meeting much more often to discuss progress and goals. According to NCR, other groups within the company are asking if they, too, can have access to the same online assessments that the professional services group uses.

“Having a way to assess employee performance was one of the important reasons we chose a SumTotal LMS,” said Bauman. “But the LMS also provides us with a single platform for processing the tens of thousands of actions tracking, registering and delivering learning necessary to run a world-class training organization. We’ve achieved a great deal and saved a great deal of money along the way.”

With its SumTotal LMS in place, NCR now spends \$590,000 per year on its training infrastructure. According to Bauman, this is a 22 percent savings on what it cost to run the infrastructure before deploying SumTotal.

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