



Stream International

SUMTOTAL® CUSTOMER SUCCESS

▶ THE COMPANY

Estimated cost savings of more than \$100,000 per month while maintaining training effectiveness

In a study that compared the cost effectiveness of Stream International's SumTotal implementation to a purely instructor-led solution, the company estimated more than \$100,000 in cost savings without compromising the quality of training. By sending a series of 15-minute modules to agents' desktops, Stream agents could complete courses at their convenience and maintain their productivity. Stream was also able to empower its employees by enabling them to supplement their required learning with courses of their own choosing.

Stream International has been providing some of the world's premier technology and e-businesses with quality customer care services since 1992. On behalf of their clients, more than 10,000 highly trained customer interaction agents in multiple sites around the world, handle thousands of customer transactions every day.

SumTotal[®]

STRONG TEAM, STRONG BUSINESS.

CASE STUDY

Stream International

▶ THE CHALLENGE

Instructor-led courses were costly and could result in untimely distribution of critical information

In Stream's business, it is key to keep their agents up to date on the latest technology updates and compliance requirements, as well as changes to clients' policies. If agents do not receive new information fast enough, it could impact the quality of the customer service they provide.

Summary of results:

- Estimated training costs of \$200,000 reduced to \$60,000
- 15-minute modules help maintain productivity while increasing agents' knowledge
- As effective but less expensive than instructor-led training
- Enrolling in optional courses provide agents new professional growth opportunities

Also, part of Stream's mission is its commitment to the development of its employees. In the company's experience, it found that providing agents with knowledge, in turn, would provide clients excellent customer service, increase revenue and profitability and raise the cap on the quality of the support that the agents provide. Offering employees the opportunity to increase their knowledge and skills through a variety of instructional opportunities was a key objective.

▶ THE SUMTOTAL SOLUTION

Deliver training just in time; empower employees to direct their own training times and courses.

Stream used SumTotal for its learning system, eMpowerNet. It is a learning management system that was designed to provide effective agent training beyond anything the company had done before. Now, if an agent has a difficult time with a specific concept, the quality control group can identify that skill gap immediately and send a 15-minute lesson on that concept directly to the agent's desktop. "We can get to a very focused level, which adds a lot of value to our employees while saving them from going through more work than is necessary," said Jaré Buckley-Cox, Chief Education and Quality Officer.

In addition, the system helps the training department streamline its approach to delivering both Web-based and instructor-led training. Agents can now count on receiving the training they need as well as have a hand in choosing some of it themselves. Stream trainers also report that much of the training could not have been completed had instructor-led training been the only option. There are currently more than 400 modules in Stream's system, delivered at a rate of 500-1,000 per week across North America. Content ranges from assessments that supplement instructor-led training to corporate content.

CASE STUDY

Stream International

▶ THE RESULTS

Estimated training cost reduction of \$100,000 per month while increasing productivity and employee satisfaction

Since moving from a purely instructor-led training program to a blended solution built on SumTotal, Stream estimates that in one month, it saved more than \$100,000 without compromising the quality of the training it delivers – and improved training effectiveness.

In a similar study, Stream training managers used SumTotal to identify training gaps in a group of 300 people spread over three sites. The system enabled those training managers to send courses and course modules directly to the agent's desktop in 15-minute sessions, to be completed at their convenience within a set timeframe. This saved agents from sitting through a 40-hour training session, and allowed managers to raise the skills of all their agents to a more consistent level.

Agents also have the option to enroll in modules of their choosing. Buckley-Cox explains that Stream's goal is to raise the level of Stream's customer service by investing in employees and technology. "We aim to provide our employee base with the opportunity to better themselves through a variety of instructional opportunities".

The SumTotal-powered ePowerNet system also maintains a record of all the training an agent has received. By staying current, mastering new skills and certifications, and charting their progress, agents can leverage new growth opportunities within Stream.

“ We can get to a very focused level, which adds a lot of value to our employees while saving them from going through more work than is necessary. ”

- Jare Buckley-Cox
Chief Education and Quality Officer, Stream International

"Our agents here are on a never-ending quest to improve their product knowledge," said Buckley-Cox. "We want to enhance their potential, which in turn, will make them more valuable employees with more marketable skills that can open up more professional opportunities."

For more information, please contact us at +1 650 934 9500, or toll-free at +1 866 768 6825, or via email at sales@sumtotalsystems.com.

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