



Tecton relies on LMS365 for specialized training for its unique manufacturing process



Challenge

LMS365 supports the training needs of Tecton

Before implementing LMS365 at the start of 2018, fiberglass pultrusion manufacturer Tecton did not have a true LMS in place. Tecton utilized an outdated Desktop Records Management System, Compliance Suite, to track training that was purely built for record-keeping and did not handle modules, SCORM files or training content of any kind. To support this, the company had rolled out a custom application in 2013 which used the company's SQL Server Database to grab information from Compliance Suite and try to give people a public view under their name.



We're heavy users of SharePoint and we're going to stretch the limits with LMS365. There is a lot on the roadmap and we're going to be using it for almost every type of learning activity in every job role.

Teniah Davidson, Instructional Designer, Tecton Products

Challenge

In addition, Tecton is one of the very few pultrusion companies in the United States. Due to a unique manufacturing process the company can't just hire experienced people and must train for specialization.

Tecton therefore relies very heavily on its internal training which must be very robust to teach people a custom process from beginning to end. A lack of a true LMS in this case resulted in several challenges.

- ✔ Training was a very time-consuming process: it took hours every week to track who attended and completed safety shorts. In addition, non-attendance required 100% makeup which was a manual, multi-faceted process.
- ✔ Difficulty tracking attendance: paper sign-in sheets were used to track attendance for classroom training.
- ✔ Lack of visibility: retraining was a hassle as an assortment of programs and Excel spreadsheets were used. This was difficult for the 24/7 company when it came to scheduling and re-scheduling training for day and night staff.

Solution

Tecton took to the market to research a feasible learning platform that would meet the company's requirements. These included:

- ✔ A solution that could be customized to fit their needs specific to the pultrusion manufacturing process.
- ✔ A system that was built on SharePoint as the organization already used the collaborative platform and employees were familiar with the look and feel
- ✔ As an ISO certified (2015) company, Tecton needed a LMS that would integrate with the Master Document Control Module for SharePoint to maintain documentation and process revisions.

The company looked into Inquisiq and Absorb, later finding the Microsoft 365 integrated learning platform, LMS365. After comparing feature sets and reviews, as well as taking part in sit down demos with the team from LMS365, the Learning & Development team determined that LMS365 was the best fit.

Results

A few months after implementing LMS365 and Tecton has already seen the results. Weekly safety training is now entirely tracked and disseminated through the LMS. The company now also delivers job-specific training as LMS365 utilizes its Active Directory (AD) groups to allow training managers to go from a macro view to a more micro view of users and locate job titles for which to provide specific training. In addition, with LMS365 Tecton has been able to:

- ✔ Save thousands of dollars related to employee training costs.
- ✔ Offer cross training like CPR and First Aid to its employees. If on-site employees are interested in expanding their knowledge they have access to LMS365 through Thin Clients and can easily look around and see what training is available.
- ✔ Increase employee engagement due to more variety of content available. For example, Tecton uses tons of video to hit on peoples' learning styles for improved learning. Employees are not reading through a boring procedure, instead, learning is electronified and fun, and everyone gets to be involved.
- ✔ Let managers limit and track enrollment. For example, CPR training was first opened to a required group, set at a max capacity, then later on, extra seats were opened up to the rest of the team.
- ✔ Support compliance with industry standards. This is important for those employees that need to be CPR certified as they are NFPA 70E for electrical work. LMS365 keeps track of their certifications and notifies them when it's time to renew.
- ✔ Increase its gamification capabilities. Combining game-like content created using Adobe Captivate with the LMS365 SCORM Player makes it easy to not only share the training but record the associated learning data.

Results

Most of the ROI Tecton has seen comes from being able to efficiently track classroom training with badge readers. Thanks to LMS365, the process is condensed and now when an employee misses training, they simply log onto their account and are notified of what they missed.

“They have this one-stop-shop now, so they no longer have to go through eight different steps or hunt down what training they’ve missed in order to enroll. They just have to sign in and go to their “My Dashboard” area. It’s intuitive and easy to use.”

Future

In the future Tecton hopes to utilize LMS365 to support the company's hiring process. The current test for pre-employment is a cumbersome paper test that must be manually curated and administrators must remember what test version was completed. The company looks to LMS365 to automate this process and randomize the tests to eliminate human error.

Big picture, LMS365 will be the comprehensive center for learning for the entire organization. Whether employees are looking to get certified, recertified, progress themselves in their job roles by improving skills, or complete mandatory training, LMS365 will act as the one-stop-shop for keeping track of people's learning development.

About

Tecton Products, wholly owned by Marvin Windows and Doors, has designed and manufactured custom fiberglass pultrusions since 1992, leading the industry in fenestration and architectural profiles.

Quick facts TECTON PRODUCTS

Industry: Custom Fiberglass Pultrusions manufacturer

HQ: Fargo, ND

Established: 1992

Web: www.tectonproducts.com

Learn like you.

The only learning
platform built into
Microsoft 365 & Teams.

