

Learn like you.



ASBIS connects a highly distributed workforce through LMS365

Challenge

ASBIS delivers learning into the flow of work with LMS365

ASBIS Group is a leading IT distributor and OEM IT solution provider, with a presence across 27 countries. With a growing workforce of 1,800 employees and the majority in sales, training was becoming critical for driving expansion, talent retention and excellent customer service. A custom-built Learning Management System with limited capabilities was holding back efforts to evolve the ASBIS Academy, a formal training program. ASBIS needed an advanced, flexible learning platform that could improve and standardize the company's training across a dynamic and highly distributed workforce.



LMS365 has made it so easy for staff to access learning every day, especially through Microsoft Teams. At the same time, line managers and our HR team can now support each staff member on their learning journey. LMS365 has taken the ASBIS Academy to the next level.

Darya Bogovich, Distance Learning Manager

Challenge

With the need for a new solution identified, Darya Bogovich, Distance Learning Manager, was tasked with finding the right platform. Besides being able to deliver training to a distributed workforce, the solution also had to be more engaging and user friendly. Although around twenty courses were running on the old platform, there were problems with usability and a lack of features.

During Darya Bogovich's product research, LMS365 stood out. Microsoft Teams is heavily used at ASBIS, and LMS365's seamless Teams integration made the platform particularly attractive. Other elements such as the product's wide range of capabilities, a flexible cloud and licensing model, ease of use and competitive pricing model, made LMS365 an obvious choice.

LMS365's international partner network also proved useful; ASBIS has a significant presence in Eastern Europe and wanted an implementation partner who could speak local languages. Darya Bogovich explains:

 ***We needed an agency to help us implement LMS365. We spent some time looking for the right partner and found Talentator who were very friendly and had a strong track record.***

Once Talentator had been engaged, the implementation was swift. Talentator leveraged their experience with LMS365 to offer a range of advice and support, including the best technical set-up and methodologies to drive adoption. Soon after, the new ASBIS Academy based on LMS365 in the cloud launched.

Results

Initially LMS365 was launched with the twenty courses from the previous system but continues to expand. Darya Bogovich comments: *"We now have 72 courses and that number continues to grow! We also use it for four employee training plans and over 4,000 certificates have been issued too."*

To help determine what training should be added, the team carried out a staff survey to get feedback on learning topics. They also worked with local HR teams and managers to define course material and support efforts to secure adoption, resulting in 1,500 LMS365 licenses now in use.

Reflecting on the ASBIS Academy, Darya Bogovich is very pleased with the progress made. Not only has LMS365 reduced training costs, it has opened up a range of training options for staff.

LL We use LMS365 for employee onboarding, product and sales training, for self-development and hard and soft skills. We are a complex and diverse company, but LMS365 has exceeded all our expectations. Most importantly, our staff love LMS365 not only because it is so easy to use but because it puts learning in their hands. Learning is now something employees want to do rather than have to do,

LMS365 is a core part of the employee onboarding process, creating a standardized experience across each country. Darya Bogovich explains: *"Each new employee receives details about the courses they need to complete to help them understand the company and enable them to get the best possible start. Our local HR teams can also check on progress and offer help if required."*



72 courses and growing



Over 4,000 certificates have been issued



1,500 LMS365 licenses are now in use

Results

LMS365 is also used to train sales staff and drive a quarterly certification process that ensures staff remain up to date with product and sales knowledge; line managers can easily login-to the system to check progress. Darya Bogovich comments:

“Our overall results are very strong. We have over 90% of our sales staff finish the course each quarter.”

Here LMS365's integration with Power BI has helped the team monitor success. Bogovich explains *“The HR team and I use the Power BI dashboard to check the status of employees and get an overview of overall progress.”*

Another advantage of LMS365 is the choice it provides for learners of where they can access courses; employees can learn through the applications or devices they are already using for their work.

“Microsoft Teams is our main tool for communication and many of us spend most of our working day in Teams. LMS365's integration means we can now work, meet and learn all from one point. It is amazing!”

For staff working in retail outlets without desktop access, the LMS365 mobile app is popular. Darya Bogovich explains:

“We've now developed specific courses for our staff in our B2C shops that are designed to be viewed on mobile devices. We've received great feedback about how they are empowered to learn at any time, from anywhere and on any device.”

Future

The Learning Team at ASBIS are excited about the future of the Academy, and view LMS365 as central to plans for a corporate university. As part of a wider push to automate HR processes, the team also plan to leverage LMS365's integration with Microsoft 365 and Active Directory to automate the enrolment of new starters across multiple countries. Additionally, they hope to add more gamified elements to help drive adoption and engagement.

About

ASBIS Group is a leading IT distributor and OEM IT Solutions Provider in the emerging markets of Europe, the Middle East and Africa (EMEA): Central and Eastern Europe, the Baltic republics, the former Soviet Union, the Middle East and North Africa, combining a wide range of geographical operations with a broad portfolio of products distributed in the "one-stop-shop" model. The company has two master distribution centers located in the Czech Republic and in the United Arab Emirates, subsidiaries in 27 countries, close to 1,800 employees and 20,000 active customers in 56 countries worldwide.

Talentator is LMS365 and Microsoft Gold partner focused on interactive and memorable learning content, digital training management and Microsoft Teams consulting. Their goal is to provide thoughtfully tailored e-learning services that suit their partners' business needs.

Quick facts ASBIS GROUP

Industry: Distributor and Retail

HQ: Limassol, Cyprus

Established: 1990

Web: www.asbis.com

Learn like you.

The only learning
platform built into
Microsoft 365 & Teams.

