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Welker effortlessly launches a new learning platform with LMS365



Challenge

LMS365 removes the barriers to enable an easy implementation

Welker manufactures specialty equipment primarily for the oil and gas industry. With strong organizational growth and critical needs around compliance and quality, the company wanted to transform its core learning and HR processes.

Welker was seeking a brand new, easy-to-use learning platform that would revolutionize approaches to employee onboarding, maintaining electronic training records and capturing valuable process knowledge throughout the company.



Now that we have an easy-to-use system, employees are able to access courses regularly to learn or hone new skills. Having all our learning content and training records in one place is magical!

Lindsey Taylor Project Manager, Corporate Projects Group

Solution

With the previous learning solution – a feature embedded into the company’s ERP system – not fit for purpose and highly frustrating to use, the search was on for a new learning platform. Initially, the team focused on solutions that would integrate seamlessly with Welker’s digital workplace. Lindsey Taylor, Corporate Projects (Project Manager), explains:

“We had recently moved onto Microsoft 365 so we started our search with solutions that would work well with the M365 environment. LMS365 was the best of the bunch by a wide margin.”

LMS365 also ticked other boxes, including the easy ability to create learning content. Taylor comments:

“We wanted something that would be user-friendly for users, content creators, and content managers like HR, and also support a variety of types of learning content.”

Critically, the system also needed to meet compliance and quality standards requirements around keeping training records. Taylor explains:

“Compliance and quality are critical to what we do. ISO 9001, the US Department of Transportation, and other regulatory bodies require training records to be maintained for all courses for a set number of years.”

Previously this process has been largely manual and time consuming for the HR team with training records kept in individual Word documents. Chandra Corona, Human Resource Manager comments:

“We wanted all of our training tracked in a single location, managed by a core group, and each employee record updated automatically when a course was completed.”

Solution

With LMS365 confirmed as the selected platform, Welker started deploying the solution. Here the team found that implementation was both quick and easy, with none of the barriers traditionally associated with launching a Learning Platform. LMS365's intuitive interface and effortless integration into the Microsoft 365 environment allowed the set-up and configuration process to be swift and straightforward. Taylor comments:

“Honestly, implementation was REALLY easy! Even when we wanted to set up our own custom reporting in Power BI, I was just able to go and fetch the API key from LMS365, put that into Power BI, and then build the report. We also invested in a three-day training course that was definitely worth it. We came out knowing how to do every single thing in the system.”

The fact that LMS365 can then be accessed through single signon and feels part of the existing Microsoft 365 ecosystem means that launching the platform to users was also simple. Staff can access Welker U in multiple ways, either through the company's SharePoint intranet, Microsoft Teams or even Welker's ERP system. Taylor comments:

“It's all meshed together, which is one of the things we really like about LMS365. Because everything lives in the Microsoft environment, it's all so easy to access.”

Results

Today all employees access LMS365's cloud-based platform, branded as "Welker U". Taylor comments:

 ***We are using out-of-the-box LMS365 and, so far, we have not found anything we cannot accomplish with the software as it comes.***

To date there are around 35 different courses covering a wide variety of topics, with both mandatory and optional training.

 ***All of our employees have at least three required courses on safety, legal issues and employee policies, as well as access to dozens of optional courses such as how to use Teams and Outlook.***

The majority of the course material has all been produced internally; just recently the team has included the Microsoft Learning Pathways content into LMS365 Course Catalog. LMS365 is also used extensively for sales and process training. Taylor adds:

 ***We frequently use LMS365 to introduce new products and their competitive features to our Sales team to learn how and when to promote the new equipment. We also use LMS365 as our platform for launching new processes and solutions. We recently rolled out a new Performance Review software solution without the need for any face-to-face meetings***



35 different courses covering a variety of topics



Improvement of the onboarding experience



Learning is now controlled by the employee

Results

For the HR team, LMS365 has proved particularly valuable, eliminating at least two hours per week spent on manually keeping training records up to date. This has also made life easier for external auditors who are given access to LMS365 to check training records are up to date. LMS365 has also improved the employee onboarding experience. Chandra Corona explains:

LL *LMS365 has made our onboarding day much better. All of the learning can be done in one place and it makes for a much smoother transition for our new hires.*

Additionally, it has streamlined the ongoing training effort for new hires, where previously experienced staff had to take time out of their working day to carry out the training. One of the most powerful aspects of LMS365 is the way the system has empowered both learners and content creators throughout Welker. Learning is now controlled by the employee, not the other way around. Taylor comments:

LL *It's been huge. Learners can pick a time to do a course which is convenient for them and when they can focus. We get a lot more buy-in because of that.*

Different teams throughout Welker also use LMS365's easy content creation tools; with a little help from the learning team these get turned into courses that feature a variety of different content types. Taylor remarks

LL *You can pretty much use anything from SharePoint pages to videos to links to external websites. We have a link to the DOT requirements embedded into our training.*

Future

Going forward, they plan to expand the access to LMS365 through Teams. Taylor comments: *"As our communications are very Teamscentric, this is definitely something we want to push in future."*

Perhaps the most exciting future project is the continuation of a rolling program that captures departmental processes and knowledge throughout Welker, usually on video, and creates instructional course content for LMS365, gradually building up a rich knowledge resource. Taylor explains: *"We have hired a full-time content developer to create course content for all our departments. We're now about halfway through making content that will walk a user in any department on how to do all their day-to-day tasks. We're already seeing a big uptick in conformity with fewer mistakes."*

As well as supporting process improvement, this project is helping to drive a learning and knowledge-sharing culture throughout Welker. Taylor explains:

 ***The improvement in engagement with that learning has been off the charts! It's definitely increased the understanding of groups outside your own, and what other people are doing. Different teams are now coming to us with ideas for training they want to implement. LMS365 has been a game changer.***

About

Welker manufactures specialty technical equipment primarily for the oil and gas industry. The company employs 102 employees and is based in Sugar Land, Texas, USA. Welker has been a family-run business since its formation in 1954.

Quick facts DYNATRACE

Industry: Manufacturing

HQ: Sugar Land, TX

Established: 1954

Web: www.welker.com

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platform built into
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