

Learn like you.



Teneo becomes a true learning organization with LMS365

Challenge

Embedding learning into Teneo's DNA to support service delivery

Teneo is a Work From Anywhere IT services company. With a commitment to delivering deep expertise, a trustworthy partnership, and long-term satisfaction to its customers, Teneo wanted to strengthen its brand, reputation, and services by becoming a 'learning organization,' one that encourages learning and knowledge sharing among employees.

Teneo was seeking a modern learning platform that would integrate with its Microsoft 365 digital workplace and transform training across every department, enabling learning for all 120 employees.



LMS365 has allowed us to make learning part of everything we do at Teneo. It's enabled us to do everything from support ISO 27001 certification to go to market early with new services. It also looks fantastic, is easy to use and easy to manage.

Steve Evans, SVP of Solutions Engineering

Solution

Teneo operates in a highly competitive and fast-moving market – staying up to date with technical developments and demonstrating relevant expertise is critical. With no learning platform in place, learning at Teneo was ad-hoc and predominantly classroom-based. It was also hard to roll-out training quickly to a workforce spread across four global offices. Steve Evans, SVP of Solutions Engineering, explains:

“We wanted to become a true learning organization. We were increasingly focusing on teaching and training, getting employees up to date with our products and systems, and equipping them with the right technical and business skills. We needed a learning platform that would help us make that transformation and also launch training courses quickly.”

As the team researched potential learning platforms, Teneo was implementing Microsoft 365. LMS365’s seamless integration with Microsoft 365 made it an attractive choice. Steve Evans explains:

“When we came across LMS365 we realized how much easier it was going to be to manage if it could integrate tightly with Microsoft 365. It seemed like a great fit for us. The very quick roll-out was another key factor.”

With contracts in place, the implementation was straightforward. Mat Behr, Head of Corporate IT, explains, *“Installing the product was very easy and so was creating content. We built three courses ready for launch.”*

Teneo University, based on LMS365’s cloud solution, was launched to all staff in 2019.

Results

Today, LMS365 is a core part of Teneo's digital workplace, with employees accessing it mainly through SharePoint. Mat Behr comments:

LL The seamless integration with Microsoft 365 is fantastic. Employees don't even realize they are in a separate application. Active Directory integration has also eliminated administrative tasks such as managing separate user identities.

Teneo University is used for all the company's core learning, from sales training to technical learning to business skills, ensuring that employees are equipped with the right knowledge. LMS365 helped secure Teneo's ISO 27001 certification, a critical standard relating to managing information security. Mat Behr comments:

LL We used LMS365 for all our ISO 27001 training with continuous learning and certification on all the latest standards. We use LMS365 in our proof to the ISO auditors that we carry out the training required.

Using LMS365, Teneo has been able to drive knowledge and expertise around SD-WAN, an emergent area of computer networking where the team created several services. Steve Evans explains:

LL We created a course that everyone was required to take. When we showed our partners that we had internal training it demonstrated that we were becoming subject matter experts in the industry.



Securing ISO 27001 certification



Becoming subject matter experts in the industry



Saving time, money and effort on training activities

Results

LMS365 has been critical to the development and roll-out future new services and staying ahead of the market. Steve Evans explains:

“LMS365 means that we can create the training quickly for new service areas. Everybody knows where to find it and each person can take it at a time that suits them. We can then track the training and issue certification.”

One factor that contributed to LMS365’s success is the ease with which content can be created. Mat Behr explains:

“It’s been very easy to create courses that are highly specific to Teneo. We use all sorts of different types of content, linking to Stream for video content, and using PowerPoints and quizzes.”

Their year-long management training, with both e-learning and face-to-face sessions, is also available through the Teneo University. Since travel was previously required to complete training, the implementation of LMS365 saved Teneo time, money and effort.

Recently, LMS365 also helped Teneo navigate some of the challenges relating to COVID-19. Mat Behr comments:

“We used LMS365 to roll out a homeworking risk assessment that people needed to complete to make sure that we were compliant with regulations and that we were providing everything they need.”

Future

The journey to becoming a learning organization is one that never really ends. The team at Teneo is excited to see how LMS365 helps create a deep culture of learning at the company. Mat Behr comments:

“ We want to explore even more of the LMS365 features such as making greater use of dashboards and integration with Power BI. We’re also planning to enable skills assessments for our people.

LMS365 will also continue to be an essential platform to help launch new offerings to customers. Reflecting on their overall progress to date, the team believe that LMS365 has enabled them to become the learning organization they envisioned. Steve Evans reflects:

“ LMS365 has helped us to become a learning organization and resulted in better salespeople and better technical people. Perhaps most importantly, it’s engaged our people with opportunities to develop and grow.

About

Most IT Infrastructure and Operations teams are overworked and struggle to introduce new technology. At Teneo, our Work From Anywhere IT services combine leading technology and expert guidance, so they can embrace innovation with confidence

Quick facts TENE0

Industry: Technology
HQ: Reading, UK & Dulles, VA, USA
Established: 2000
Web: www.teneo.net

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