

Learn like you.

The background of the entire page is a photograph of a complex industrial facility. It shows rows of large, vertical stainless steel tanks or columns. In the foreground, there are various pieces of equipment, including control panels with green buttons and dials, and a network of pipes and conduits. The lighting is bright, highlighting the metallic surfaces.

wilo

Technical Training at **Wilo SE**
upgrades to the cloud

Challenge

LMS365 supports the key needs of more than 8,000 Wilo employees worldwide

The Wilo Group is one of the world's leading premium suppliers of pumps and pump systems for building services, water management and industry. With 9 different offices across different locations, it was a challenge to reach all employees within one global learning management system.

Wilo sought a learning platform that supports their way towards the digital transformation of internal training as well as one global learning experience



Thanks to LMS365, we can put the administration of courses in local hands! As global admin, Wilo SE still has an overall view but each department is able to produce its own content, pull reports or implement its own country-specific measures.

André Babusch, Employee of the Technical Academy

Solution

Wilo previously used LMS365 OnPremises for their company-wide personnel development, sales and product-related training. With LMS365 OnPremises, the Technical Academy based in Germany was the only way administrative rights could be assigned.

If another department wanted to make changes to or add learning content, they always had to go through the Technical Academy. The language barrier between organizations also posed a major and time-consuming challenge when implementing new learning content.

One important goal for Wilo was to provide each department full autonomy in managing and structuring their training offerings, giving them much greater responsibility and autonomy in managing and administering country-specific learning content.

With the introduction of Microsoft 365, Wilo went looking for a new learning platform that could further optimize training processes and simplify administration. Thorsten Brennecke, Projectmanager eTools at Wilo, explains:

“We were already in close contact with the LMS365 team. When we received the information from our IT department that the roll-out of Microsoft 365 was imminent, the logical decision was actually the switch from LMS365 OnPremises to LMS365 Cloud.”

In 2020, Wilo upgraded their old OnPremises solution to the LMS365 Cloud solution and introduced their global learning management system called “Wilo eAcademy” - home to content like application, product and technical training.

Results

The switch to the LMS365 Cloud was a completely new beginning for Wilo. With the move to the cloud, Wilo is relying on a scalable IT infrastructure that will allow internal and external participants to be managed in one system. Learning is now far more intuitive, modern and userfriendly for all employees.

The Technical Academy now serves as the global administrator. In its role as global administrator, the Wilo Technical Academy maintains an overview of the big picture but can give individual departments significantly more autonomy in designing their own learning content, generating evaluations, reporting on training attendance and offering country-specific course catalogues.

As part of Group Product Management, the Technical Academy at Wilo is responsible for establishing global standards for technical training. The Technical Academy provides learning content in English and German that can be adapted by the country organizations. In terms of knowledge transfer, the Technical Academy focuses on the areas of products (solutions), applications and technical fundamentals. André Babusch, Technical Academy employee, explains:

LL *We create the content for these three topic blocks and make it available worldwide via our learning platform LMS365. The departments then have the option of translating our content into the respective national language. In addition, they are free to adapt the content using country-specific standards or guidelines.*



8,000 learners access training worldwide



Local administration of learning content



compliance courses are now published regularly

Results

Additionally, outdated learning content that does not adhere to Wilo's new standards for modern learning modules can be quickly removed. Outdated learning content has been updated and new standards for modern learning modules are introduced. André Babusch explains:

“As a result, the range of Web Based Trainings that we published for the release has become smaller, but of a higher technical and visual quality.”

In addition, mandatory compliance courses are published regularly. This ensures that, sooner or later, every employee interacts with the Wilo eAcademy. André Babusch formulates the overarching goal as follows:


“By continually providing interesting and relevant, technical content, we expect learning in the Wilo eAcademy to be considered part of our employees' everyday work.”

Every Wilo employee who needs technical training for their jobs uses Wilo eAcademy. Web Based Trainings (eLearnings) and scheduled webinars (eTrainings) are very popular. Webinars on new products are particularly popular. The latest dates for these are advertised by Wilo on TeamWeb. André Babusch adds:

“The main focus here is on digitization (eAcademy), i.e. it is possible to learn anywhere in the world, regardless of time or location. In addition, international academies are being developed. Among other things, the LMS365 ensures that the organization of continuing training can also be placed in local administrative hands.”

Future

In the future, LMS365 will continue to be the channel on which relevant topics are offered according to the latest methodology and didactics. In this way, the intrinsic motivation of employees is to be promoted in the long term. André Babusch explains:

 ***We are pursuing the goal of giving every employee worldwide access to the eAcademy content, regardless of time or location - and on the end device of their choice. It should be possible for the user at any time to acquire the required knowledge at short notice within a few minutes.***

About

The Wilo Group is one of the world's leading premium suppliers of pumps and pump systems for building services, water management and industry. Today, around 8,000 employees work for Wilo worldwide.

Quick facts WILO SE

Industry: Mechanical Engineering
HQ (global): Dortmund, Germany
Fondation: 1872
Web: www.wilo.com

Learn like you.

The only learning
platform built into
Microsoft 365 & Teams.

