INDUSTRY: Information Technology and Services

SECTOR: Employee Training

The Results

Since implementing Litmos, Yorktel has seen:

⬇ **A 50% DECREASE**
in employee onboarding time

⬇ **A DECREASE**
in hours of admin time required to verify that users have taken courses

⬆ **ISO 27001**
certification process made possible.

Litmos helps everyone within our organization stay connected.

Steve Peckman
VP of York Force and Customer Experience

Yorktel enhances employee certification and internal training with Litmos

At Yorktel, they're making complicated simple. Yorktel designs, integrates and manages world class video solutions that enable visual communications – anytime, anywhere, any way. From video conferencing to streaming video, media services to digital signage, Yorktel makes complicated video solutions simple. The Yorktel philosophy is clear: Simplify. Innovate. Connect.

For over 30 years, Yorktel has been the video managed services partner around the world for some of the largest business and government agencies. With over 10,000 video systems under management worldwide, more than any other video communications service provider, Yorktel has the proven expertise and global reach to deliver enterprise-quality visual communications.

The Challenge

The training process at Yorktel is generally decentralized, and is delivered by department managers. They had someone who ran "Lunch and Learn" programs with video conferences, but they couldn't track who attended them or if anyone learned anything from them. Yorktel is a very distributed organization, with many different offices in many time zones, including people located at their customers' sites, which could make people feel a bit disconnected from the company at-large. They also wanted to be able to certify and train their York Force partners (subcontractors), in addition to making sure their employees stay compliant. When Yorktel applied for their ISO 27001 certification (a standard for Information Security), they realized they needed an LMS to help them manage ongoing training.

The Solution

Litmos's cloud environment helped Yorktel standardize their training processes and automate everything involved with ISO 27001. The Litmos admin is able to verify that everyone in the company has viewed the core materials for ISO 27001, and can create subsets and rules for individuals who have to take certain courses. The onboarding process is smoother through Litmos, with training courses on how to set up and use benefits, submit timesheets, and other basic things all employees need to know. In addition, Yorktel uses Litmos for essential corporate communications, including posting recordings of the CEO's town hall speeches and distributing the company newsletter.

Yorktel looks forward to getting SME content into Litmos to help with ongoing training needs.