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Jacqui Buchanan, Human Resources Consultant

Business Challenge

ISI Telemanagement Solutions, Inc. is a full-service telecom solutions company. They offer software and consulting services that help other organizations manage their costs, improve productivity and increase revenue.

In order to increase their own productivity, ISI needed to improve skills across the company and implement a training program for their employees.

Before partnering with BizLibrary, ISI already had a training solution in place. However, the training topics provided were limited and employee feedback regarding the training was poor.

Management was convinced that employee training was the solution, so they started searching for a new partner that could meet their needs.

BizLibrary offered the solution ISI was looking for: custom content and a standard course library that covered a variety of training topics.

ISI was ready for change.

Implementation

Why BizLibrary? The primary reasons to select BizLibrary were the high service levels displayed during the evaluation period and the extensive training library offered.

The extensive library allowed ISI to increase skill level company wide. With the help of their BizLibrary Client Success Consultant, ISI had a smooth implementation process.

“The implementation process was great. We had a great teacher to partner with. And the How-To videos were also very helpful.”

In order to motivate employees, the BizLibrary training program was launched in conjunction with ISI Day, an employee appreciation day full of positivity and encouragement.

With the support of the entire leadership team, management decided that it was best to keep the content elective for employees.

The marketing department developed a monthly newsletter to increase awareness and drive utilization, highlighting a “theme of the month” with course recommendations that were applicable company-wide including stress management, wellness and change management.



Employee Size
51-500

Industry
Information

Products Utilized
The BizLibrary Collection and Custom Content.

Founded in 1977, ISI Telemanagement Solutions, Inc. has been a leader in the Call Reporting, Telecom Analytics and Expense Management industry for over 35 years.

ISI helps their clients reduce telecom spend by 10% to 25%, improve their productivity, manage costs and optimize their Unified Communications network investments.

www.isi-info.com

Also, a Strategy Management Group (SMG) team was established to discuss monthly vision and goals. Each month, a course is selected to be watched prior to the meetings, and executives take turns to present the topic and lead the discussion.

During these meetings, the HR team makes a point to recognize managers that are supporting training and where their teams are participating. This recognition has boosted the interest of other managers and encouraged them and their teams to participate in the training program.

Program Results

Since partnering with BizLibrary, ISI has improved the communication process between departments, increased employee leadership and engagement and improved productivity.

“BizLibrary was the best!”

Evaluation forms are utilized regularly to measure employee engagement and feedback on content and curricula. The results have indicated positive feedback from employees and managers.

About BizLibrary

BizLibrary is a leading provider of online employee training and eLearning solutions. The BizLibrary Collection is our award-winning content collection, and contains thousands of online videos and eLearning courses covering every business training topic, including: communication skills, leadership and management, sales and customer service, compliance training, desktop computer skills, and more.

The BizLibrary Collection can be accessed online through BizLibrary’s Learning Management System (LMS) or through any third-party LMS. Technology solutions include: BizLibrary’s Learning Portal, Content Management System, LMS and BizLibrary Mobile App to help clients improve and manage employee learning across the entire organization. Learn more at www.bizlibrary.com.

Program Results

- Increased leadership among all employee levels
- Improved communication across departments
- Increased employee engagement
- Increased company-wide productivity
- Increased productivity by the sales team with software training
- Expanded employee skills