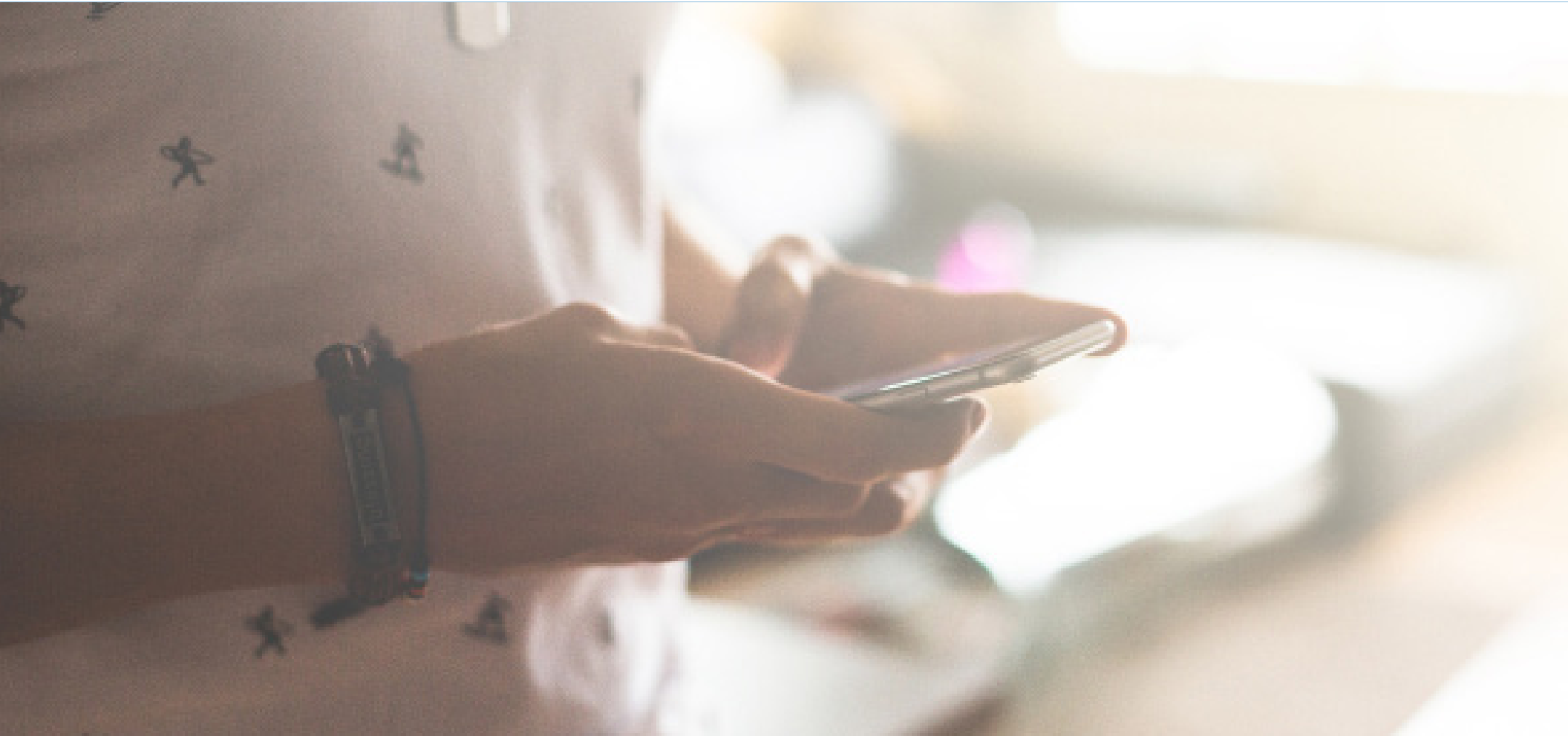




“Grovo has phenomenal customer service. Not just that you have an awesome system, you have phenomenal people being customer-savvy and customer-attentive. They take care of me, they listen. This speaks volumes.”

Natalie L.

eLearning Administrator, Top Prepaid Cellular Provider

Challenge

This prepaid cellular service company was looking for a way to get all 8 of their global call centers on the same page within 24 hours. Managers needed to get everything from price updates, to new trainings, to onboarding in the hands of their employees faster and more efficiently. If they succeeded, they knew it'd drive their business goal of improving customer retention. But their current method—an antiquated authoring tool with no tracking abilities, combined with throwback paper binders and manual reporting—took too many man-hours to manage. The company's overtaxed L&D department sought a more scalable way for their employees to learn.

Solution

The company seamlessly blended their own learning materials with Grovo's easy-to-use, SCORM-compatible platform, and soon watched as communication tightened across the board. But it was Grovo's customer service that stood out most: two dedicated experts that worked as partners to help reinvent learning at the organization. Starting with a small pilot program blending instructor-led courses, daily quizzes and test finals, Grovo helped build onboarding, testing and compliance for employees for the company locally and abroad. Today, the cellular provider's representatives are solving customer's problems better and faster than they ever have before.

Results

- Fast adoption by 13,000 users in 8 different countries, averaging 90,000 learning moments per week
- What used to take 4 days of number crunching per month, is now automated
- Expansion will include core training modules, digital skills training and career pathing for employees

Natalie L., eLearning Administrator, on Grovo's impact:

Efficient

"Now that we have Grovo... my workload has freed me up to take on another position... Today I sit back and let Grovo do their thing."

Must-have solution

"Communication is tighter and more consistent across the board...If I didn't have this system, one that employees can access at any time, take anywhere, I'd be pulling my hair out."

True Partnership

"Grovo is phenomenal. Everybody we've met so far has been nothing but stellar...Poof! [Grovo and our company] got engaged--and then married!"

Revenue-Supporting

"Grovo has met and exceeded our expectations. Our L&D goals are being done because the system supports them, and supports them well."

About Our Client

Industry: Telecommunications

A top prepaid cellular service company encompassing 10 brands, 26 million customers, and available in over 90,000 retail locations.

Solutions:

- ✓ Onboarding
- ✓ Training
- ✓ Support
- ✓ Compliance

Grovo is a better way to learn at work

