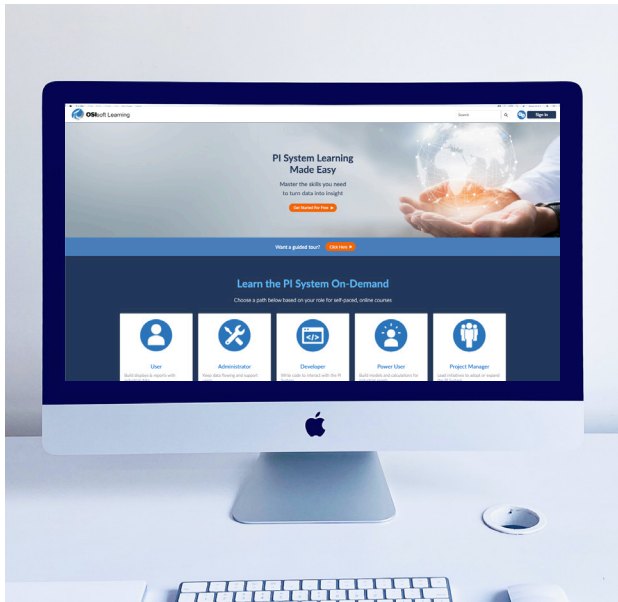


CASE STUDY

OSIsoft drives 1000% increase in self-paced online course registrations with Skilljar



Using hands-on, cloud-based learning environments and a blend of on-demand and live training opportunities, OSIsoft, in partnership with Skilljar, increased the volume of traffic to their learning site by 3600% and reduced operating costs by 40%.

CHALLENGE

Prior to working with Skilljar, OSIsoft was using a homegrown Learning Management System that was originally built to enable registration for classroom training. While it was effective at addressing that need, it did not serve the company's growing demand for online learning.



INDUSTRY

Enterprise Software

EMPLOYEES

1,500

HEADQUARTERS

San Leandro, CA

WEBSITE

<https://www.osisoft.com/>

TRAINING PORTAL

learning.osisoft.com

ABOUT OSIsoft

OSIsoft's market-leading PI System is the proven system of record for operational data in essential industries.

And because content was often hosted in multiple locations, the learner experience was fragmented.

Additionally, executive leadership wanted to improve profitability through cost management efforts and drive revenue through other areas of the business. The training team at OSIsoft needed to re-evaluate its strategy and tighten its spending, while also expanding its reach across the target core markets.





Moving to Skilljar has really helped our customers, providing a single point of access for all our great learning content.

It's easy to access, easy to consume, and easy to manage; a learning experience rather than a simple course catalog



Craig Morrison
Global Customer Learning Manager
OSISoft

In partnering with Skilljar, OSISoft sought to make its training more accessible, more easily scalable, and more cost efficient.

GOALS

- Increase the number of trained customers and partners in a scalable way
- Improve the customer learning experience and training portal usability
- Increase product adoption and awareness
- Reduce operational costs

SOLUTION

Together with Skilljar, OSISoft built OSISoft Learning, a customer and partner education portal that goes beyond a basic training course catalog to offer a holistic customer learning experience. OSISoft's training incorporates lab environments into every online course and gives customers valuable, hands-on practice with their products. Their program also includes role-based

learning paths with short eLearning modules that learners can easily find and access. Additionally, OSISoft introduced virtual, instructor-led training (VILT) into its platform, offering more in-depth training opportunities and live interaction with OSISoft engineers.

RESULTS

Since launching OSISoft Learning, the company has driven a 1000% increase in self-paced online course registrations; a 10x increase over the previous platform. Their new, modular approach to content creation enables them to quickly integrate new courses across multiple modalities (ILT, VILT, and eLearning). As a result of these efforts, following the onset of COVID-19, in just two months OSISoft was able to double the number of self-paced courses it offered and accommodate new demand after closing in-person classroom training.

Their efforts led to a 40% reduction in training costs thanks to reduced operating costs and a reduction in the resources needed to manage an in-house developed system. The Training team has also received feedback directly from Sales that OSISoft's online courses have pushed deals over the finish line by proving the value and fit of their products for the prospect.

Additionally, data has shown that engagement among OSISoft's end users is increasing as customers and partners take advantage of on-demand offerings that can be consumed on their own schedule.

