

KnowledgeAdvisors Case Study

Reduced Administration

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Case Study at-a Glance

Company:

Large Business Services Firm

Industry:

Services

Story:

Automated measurement and reporting saves 180 hours and \$36,000

Services Firm Automates Training Reports and Saves \$36,000

A major services firm uses a variety of key metrics to make decisions about training investments. Like many organizations, the measurement and reporting process regarding learning at the organization had become a labor intensive exercise to get meaningful and actionable data.

In fact, in order to produce one key report used for decision making, one employee spent 15 hours per month collecting, preparing, and compiling data for analysis. Think about that. Over the course of a year this employee dedicated one full month to creating this report! Presumably this employee could have spent that time more productively - and the organization agreed.

By working with KnowledgeAdvisors, the organization was able to implement a measurement system that allowed evaluation data to be collected, stored, processed, and reported automatically. By using standard evaluation methodologies in the Metrics that Matter® tool, and by partnering with KnowledgeAdvisors measurement professionals, the organization was able to create a report that provided the same metrics in 15 seconds rather than 15 hours.

After quantifying the time saved by automating the data collection and reporting process the organization was able to save \$36,000 in administrative costs and gained back 180 hours of time to dedicate to higher impact tasks.

