



“The total return on investment with Skillsoft content jumped to 28 to one. That’s a phenomenal increase in the value of the program to the company and our learners.”

**Tim Wing, Training and Development Analyst,
Carrington Mortgage Holdings**

BUSINESS CHALLENGE

Carrington Mortgage Holdings participates in almost every aspect of single family real estate transactions, from asset management to property preservation.

An internal survey highlighted the demand for training opportunities, so Carrington sought to enhance the awareness and promotion of available learning and ensure ease of use to further attract and increase usage beyond compliance training.

To continue the professional development of its associates, Carrington conducted research to determine the topics of most interest to the business and historically what topics were of most interest to learners.

HOW SKILLSOFT® HELPED

Skillsoft identified the preferred learning content and guided Carrington in the selection of coursework to meet these requests.

Utilizing Skillsoft’s experience and knowledge, Carrington developed new curated content programs that align with both the organization’s mission and industry trends.

Skillsoft populated six categories featured on Carrington University’s new homepage with relevant learning assets from its Business Skills, Productivity & Collaboration, Leadership and Compliance content collections.

KEY METRICS

157% 2,773 new assets launched—
a 157% increase

322% 1,550 new courseware users—
a 322% increase

214% 1,557 new total courseware
hours—a 214% increase

28:1 ROI increased from 11.6:1
to 28:1

ABOUT CARRINGTON

Founded in 2003, Carrington is a holding company whose primary businesses include asset management, mortgages, real estate transactions and real estate logistics. Carrington operates multiple affiliated operating companies with branch offices nationwide. The Carrington Companies work in sync with one another to provide a broad range of real estate services encompassing nearly all aspects of single family residential real estate transactions in the United States. These businesses are organized into four primary segments: Mortgage Lending and Servicing, Real Estate Transactions, Real Estate Logistics and Asset Management, with individual companies residing under each segment.

