



“ The broad range of Skillsoft content is excellent and the 10% swap facility that allows us to move content in and out of the ESP Learning Library has worked really well. It has allowed us to really tailor our L&D programmes to the specific needs of both teams and individuals. ”

Sarah Hunt, Human Resources Director, ESP Global Services

BUSINESS CHALLENGE

ESP Global Services (ESP) had always provided training to its 250 employees, but it tended to be offered on an ad hoc basis by design. In 2015 the Company ran its first employee engagement survey. One of the key outputs from the survey identified that there were gaps in the training, tools and resources that they needed to do their job well.

With permanent teams operating in 10 countries and a broader workforce in another 8, ESP was keen to redress this balance with a cost-effective training solution that would give all employees, access to a catalogue of courses and resources in a variety of formats. A strong desire to serve the wide variety of people's individual learning styles also meant that ESP was looking for something beyond just computer-based training (CBT).

HOW SKILLSOFT® HELPED

Not only does Skillsoft offer learning solutions to all employees worldwide, but it also comes in a range of modalities, from online courses, to books and videos. It also ticks the boxes in areas core to ESP's business such as customer service, office skills and technical skills and certifications.

The Skillsoft team also supported the rollout by aligning the solution to specific job roles, skills gaps and competencies. This allows groups and teams to quickly navigate their way to the most appropriate learning materials for their needs.

The Skillsoft solution not only allows for mobile learning, but it is also branded as 'ESP Learning'. This, according to the Company, makes visible the investment it has made in its staff.

KEY METRICS

8.21:1 An estimated value summary showed a **benefit-to-cost ratio of £8.21: £1**

2397 In the first year, 150 learners accessed the Skillsoft service **2,397** times and completed **517** hours of learning

83% In 12 months, **83%** of employees have accessed the resources more than once

ABOUT ESP GLOBAL

ESP Global Services is trusted by global organisations to deliver tailored IT support and infrastructure solutions wherever they operate from around the world, 24/7. Experience-led, lean solutions are developed using a combination of desk side support, an IT Service Desk and specialist repairs and logistics center, all coordinated by ESP's toolset built on innovative technology and hosted from its highly resilient data centre. ESP supports more than 130,000 devices in over 150 countries using a combination of direct employees and its Global Service Network of like-minded partner companies.

