



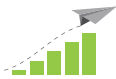
Customer Success Story

ServiceMax



Industry: Technology

Sector: Employee Training /
Customer Training / Channel Training



The Results

Cost Savings

ServiceMax customers are able to save \$2,500 on training costs by completing the online Certified Administrator courses.

4x Training Revenue

ServiceMax generated over \$250,000 in incremental revenue with face-to-face trainings last year; this year, the company expects to generate \$1 million this year between face-to-face and online training with Litmos.

User Buy-in

ServiceMax currently has more than 300 employees using the Litmos LMS completing crucial, job-related courses.

“One of the things we did like is that we can integrate Litmos easily. Single sign-on will be very important as the company continues to expand its users and use eLearning for customer certification.”

Dana Levitt
Education Manager

ServiceMax Increases Customer Engagement with Litmos

ServiceMax is the complete field service software solution helping companies of all sizes manage contracts, scheduling, and parts, while also providing solutions for social, portals and analytics—all delivered in the cloud to any mobile device. The company delivers software that brings together the right data at the right moment to delight customers and drive business results at the crucial point of service.

The Challenge

ServiceMax has experienced great success globally in delivering its field service application. The company has a two-part focus on using eLearning to increase knowledge across the company and to its customers. First, the company needed to set up an online learning program for its employees to be assigned specified learning paths based on their job function that supplemented its current face-to-face training program.

During the second stage, the company is looking to offer certification programs to its customers in order to create more customer engagement and show the full value of ServiceMax products. These courses would be sold to end-users through an eCommerce integration.

To successfully create these programs, ServiceMax Education Manager Dana Levitt evaluated several LMS options using the following criteria:

- User-friendly interface for administrators and learners
- Course completion certificates
- eCommerce integration with well-known eCommerce platforms
- Salesforce integration
- Bulk upload of important learner data.

The Solution

After reviewing several possible options, the training team chose Litmos and initially rolled out access to employees based on their functional area. They set up teams and sub-teams so each function could complete required training on a very granular level. The training team received positive feedback that the user interface and admin views are very user-friendly, and Litmos's integration with single sign-on will be crucial as the team grows.

ServiceMax is planning to roll out Litmos for its customer certification programs down the road. Soon the company will offer three programs: Certified Administrator, Certified Advanced Administrator, Certified Express Administrator. These programs will allow customers to take courses on consulting methodology, help customers understand the service better, and incentivize customer engagement.