

RCO increased capacity by 110% by offering more training sessions to their clients with increased availability

CUSTOMER CASE



RCO offers frequent training sessions for its customers: retailers, installers and technicians. Previously, the sessions always took place in physical classrooms, which requires time, resources and travel for both RCO's employees and the participants. However, for the last two years RCO has been able to complement these sessions with high quality e-learning opportunities to users in Sweden, Norway and Finland. Not only has this enabled them to deliver more courses, it has also reduced both their own costs, and the travel expenses and number of non-chargeable working hours for their customers - which has led to higher customer satisfaction and loyalty.

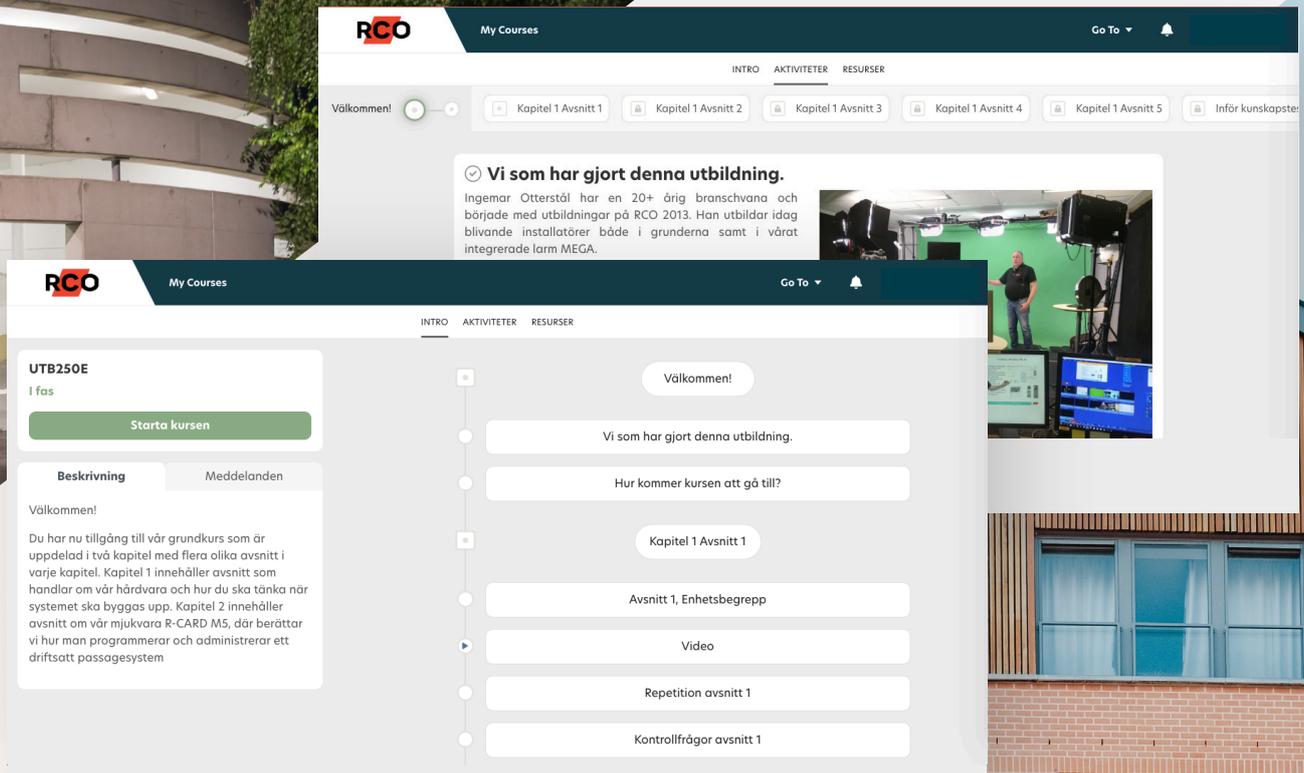
Swedish RCO Security AB develops, manufactures and sells products and services relating to access control and security systems. Their offering is characterised by high quality, high accessibility and innovation, characteristics that also permeate their customer care and service training. Their customers, i.e. the retailers, installers and technicians, must be trained and certified to be able to install RCO's products professionally. Previously, the customers would attend one of RCO's various training venues, but for the last two years, they have been given the option to instead access the training online.

"Frees up an incredible amount of time for our instructors"



Anders Mörlin,
Training Coordinator, RCO

- Having Learnifier as a complement frees up an incredible amount of time for our instructors. We have been able to boost our capacity by 110% simply by being able to run many more training courses simultaneously, says Andreas Mörlin, Training Coordinator for RCO. At the same time, our customers have many more training sessions to choose from, which obviously makes them happier, he continues.



UNCERTAINTY ABOUT THE MATURITY OF THE INDUSTRY - TURNED OUT TO BE A SUCCESS

Before RCO became involved in online learning, they debated whether to instead employ another instructor, to be able to offer more physical courses. However, they soon realised that this would require even more resources. After discussing a few alternative solutions and how the training could be further improved, it was decided that online training was the preferred route.

"Some parts of the training can be reduced from four days in a classroom to a single day"



- We enjoy finding new innovative ways, but were originally a bit nervous about how our customers would react. However, we have received incredibly positive feedback from them. On the one hand, they can spend more time on individual learning components, as they are not limited to a specific instructor-led hour in a physical classroom. Also, some parts of the training can be reduced from four days in a classroom to a single day. This means less money spent on hotels and travel allowances, and these are in fact hours that installers cannot charge their customers for, which means that shortening the duration is beneficial to everyone, says Andreas. And it's good for the environment as well, he continues.

HIGH-QUALITY CONTENT ONE REASON FOR CHOOSING LEARNIFIER

During the process of finding the right vendor, RCO finally picked Learnifier, mainly because of its ability to preserve the high quality of videos uploaded to the program. Content is never compressed, but retains the same high quality that the instructor used when uploading it. This means that RCO can provide videos of product demonstrations and detailed presentations for its users to watch.



- Learnifier are able to provide full HD, which is important to us when we show drawings etc. This was the reason why we finally settled on Learnifier. The tool still lacks a few features that I would like to have access to, but whenever I have questions or feedback for the customer support team, these are always very well received. If they are unable to provide what I need, I am always told swiftly and given a good explanation as to why, and this helpful attitude is very important to us, says Andreas.

Andreas also regards the fact that the tool is both easy to understand and to manage as advantages in his role as Training Coordinator. He believes anyone with a well thought-through concept, which describes both what they want to achieve with their training, and who is going to deliver it, can benefit from a digital training tool.

- We have really put a lot of effort into this and produced beautiful films in a studio with Astream, but this is not actually something everyone has to do. However, if you want to communicate a lot of information in a pedagogical way, then Learnifier is a great choice, Andreas finishes.

Curious to know what all this looks like in our tool?

See your online course or digital onboarding in Learnifier. Get in touch now and schedule your tailored demo to see how easy you can get started.



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