indeed

CASE STUDY
Indeed

As the world's #1 job site, with over 250 million unique visitors** every month from over 60 different countries, Indeed has become the catalyst for putting the world to work.

BACKGROUND

Remote Learner's (now a Learning Pool company) commitment to being a partner to its clients has earned the company some incredible stories of impact. Learning Pool is very pleased to have one of those stories, its work with Indeed, awarded the Best Business Services Project of 2018 by Totara™.

Our Award-winning Work with Indeed

More people find jobs on Indeed than anywhere else. Indeed is the #1 job site in the world and allows job seekers to search for millions of jobs on the web or mobile in over 60 countries and 28 languages.

More than 200 million people each month search for jobs, post resumes and research companies on Indeed, and Indeed is the #1 source of external hires for thousands of companies. As the company continues to grow, it recognized the need for a digital learning environment that could scale with its requirements while also offering the feature set needed to deliver first-class training across the United States. Indeed chose to partner with Learning Pool to make that happen.

THE SOLUTION

Indeed was previously using a proprietary Docebo platform which was no longer meeting their needs. As a rapidly growing company, Indeed found that their existing LMS could not scale with their requirements, and the platform lacked much of the key functionality they needed to deliver great training across the US.

In the absence of the features they needed within the LMS, they ended up creating a complex series of workarounds in order to build a solution to work for them, which ended up being cumbersome and difficult to manage.

They realized that they needed a more flexible solution, and conducted user research with their own employees to establish what they needed in a new LMS.

Indeed quickly recognized the benefits of switching from a proprietary platform to an open-source LMS like Stream LMS, and they established a powerful collaborative relationship with the Learning Pool team. With the open-source core product, Indeed and Learning Pool were able to work together to add plugins, customizations and more to ensure that Indeed gets the exact LMS they needed rather than being burdened with a system that was not fit for purpose.

The key functionality Indeed needed in their LMS was a strong search feature. As a job search engine, they wanted this powerful search functionality to transition seamlessly into their LMS.

Learning Pool built the platform with course search front and center of the learner experience, ensuring people could easily track down the exact learning content they needed based on their role in the company, with the platforms audience functionality used to target content to specific groups of learners.

Opting for an open-source solution like Stream LMS also enabled Indeed to implement a platform that fits into the company culture. With so many busy people, employees are used to booking time directly into colleagues' calendars for meetings and discussions, so they knew they wanted the ability to do the same thing for training. Employees can book training into their calendars directly from the LMS, removing an extra step of admin and ensuring the platform feels like part of their normal routine.

Learning Pool has also managed to make learning very contextual and customized according to the needs of specific business units, which can be controlled at the platform level by learning administrators and managers.

The learning environment is designed to be appropriate to each user, and both show them the training they need to complete as part of their roles, but also highlight recommended additional training that they may wish to tackle on top of their required activities. This means that each business unit and each specific learner feels as though the platform is speaking directly to them and their needs, and gives them what they need automatically.

THE RESULTS

While it's still very early days for Indeed, they are already delighted with the **freedom and flexibility** they have gained with Learning Pool over their previous proprietary LMS.

There are already over **400** courses in the system, and all the course completion data from their previous LMS has been migrated into Stream LMS, meaning they can continue to assess performance and progress without losing data.

Indeed have already said that their biggest challenge currently is wanting to do explore all of the new functionality available to them in the platform immediately! The great collaborative relationship with Learning Pool means that they bounce ideas off one another and work towards innovative new solutions together. The Indeed team has found Learning Pool to be very open to new ideas, responsive and knowledgeable, and both organizations are very happy with the working relationship and the platform.

Following the platform's official launch, Indeed's L&D teams across the business intend to conduct usability testing to decide how to prioritize functionality and UX going forward and will work collaboratively and cross-functionally to ensure that they make the most of their newfound **LMS freedom**.

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