



CASE STUDY

Servest

Servest provides a comprehensive range of facilities management to organisations, meaning that if you need anything from catering and construction to concierge services and pest control for your business Servest can fulfil that need. They even do interior landscaping. In May 2016 Servest announced a joint venture with Atalian Global Services, allowing them to offer a wider range of services to an international customer base.

Challenge

With offices situated across Europe and in South Africa it became apparent that the face-to-face learning approach wasn't going to work for a global network of 55,000 employees. Learning needed to catch up, and fast.

In a two-day collaboration session, 15 leaders came up with the concept of Servest Street, an online platform where employees could be inducted into the company, find out about opportunities available to them at Servest, learn new skills, find tools to help them develop, share skills and knowledge, and plan their goals, aspirations and careers.

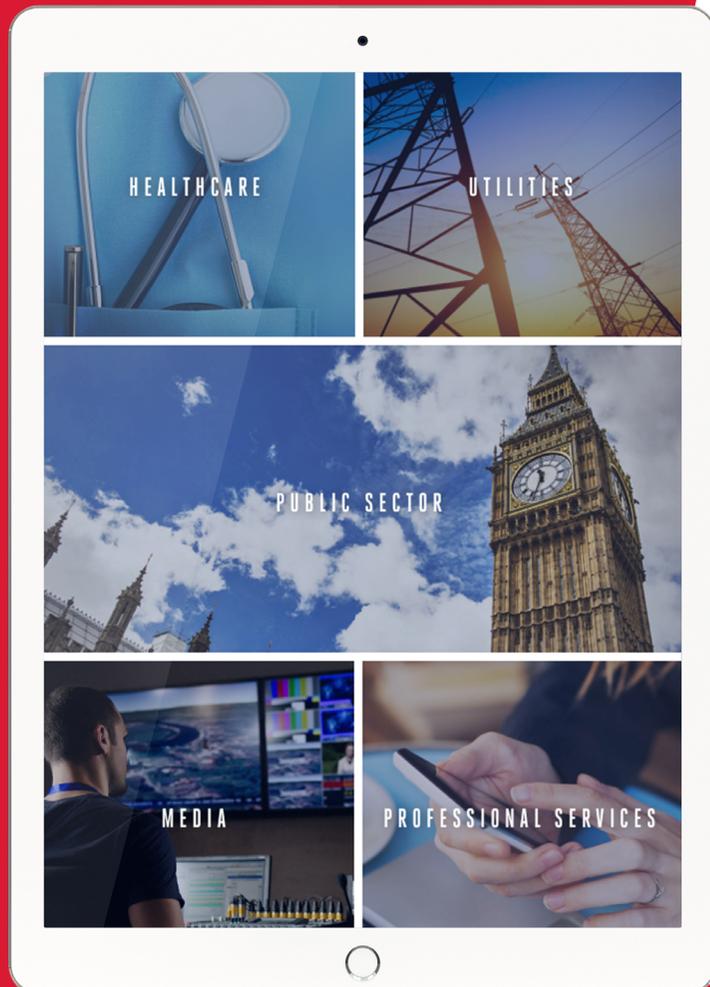
The success of Servest Street would hinge upon it being accessible, adaptable and measurable. Sounds like a tall order, right?

Team-up

Enter Learning Pool. Having very recently acquired a Nottingham based company, we are acutely aware of the impact that distance can have on learners. Our acquisition brought remote workers from across Europe, and it's a long way to get everyone together from Northern Ireland, England, Germany and the Ukraine!

We drew on our experience, not just as learning design professionals, but also as people who have faced the same challenges our clients have, to create a solution which would suit Servest's needs.





Solution

Our open source approach means that Servest's LMS and learning can evolve as their business does. Learning Pool have been delivering affordable and accessible learning since 2006, and so we have a library of e-learning courses already built up. We constantly overhaul our courses to make sure they remain relevant and informative, and our clients are able to adjust learning to suit them if they need to via our Adapt Builder tool. **Servest Street is adaptable.**

Our LMS solutions support 23 languages, and Adapt e-learning is compliant to AA accessibility standards. Adapt learning courses function across platforms, on desktops, laptops, tablets and smartphones, and our ever expanding range of components means that learners are constantly engaged. **Servest Street is accessible.**

Learning Pool's LMS solution means that the learner journey is fully trackable, and Servest can produce reports at the touch of a button, detailing users on the system, the courses they have successfully completed, and the career progression of their employees.

This means that not only can Servest keep a close eye on their employees' professional development and spot opportunities for career advancement, but they can provide regulatory bodies with evidence that their employees have undergone training on essential compliance subjects. **Servest Street is measurable.**



The Bottom Line

Servest have felt the benefit immediately, saving an estimated £60,000 in the first year, on just three of the courses in our catalogues.

Safeguarding and Right to Work checks are compulsory courses for all Servest colleagues to complete, and Food hygiene level 1 and 2 are mandatory for colleagues in the Food Co. division. Being able to fit them in around the workday means a huge saving on time and money.

Servest Street is home to training around a myriad of subjects, upon which many learners had never had formal training.

93% of learners had never been trained in information security. Now Servest has been awarded ISO 27001 status having demonstrated that all of their staff have undergone this training.

90% of the company wasn't able to access induction training from afar, but with their online company induction 100% of their team is welcomed into the company at a time that fits in with their schedules and the company's timescale.

Legacy

In the first six months since its launch, learners have completed 5383 courses and watched over 2000 micro-learning videos through Servest Street. Based on those 5853 courses Servest saved an estimated £161,000 on training in the first six months of operation.

Those savings have been reinvested into L&D for Servest's colleagues, providing more opportunities for them to grow their careers. A full time digital content developer role has been funded, and servest is planning to create bespoke content for their clients to use as well.

Colleagues can use Servest Street to sign up for Hidden Talents development programmes, share their knowledge on Skills Share, and find out what perks they can access from the Servest Street dashboard.

Servest is now better equipped to train its people; share their knowledge; give them the information they need to get the most from their opportunities; and demonstrate their commitment to data security, food hygiene, human rights education, colleague development, and a whole host of other subjects.





learningpool



LMS



Off the Shelf
E-LEARNING



ADAPT



Custom
CONTENT



STREAM



 Learning Locker