

Boosted Signal: OpenSesame's Cross-Functional Impact on GVTC's Learning Journey

Introduction

This case study of GVTC is based on an October 2023 survey of OpenSesame customers by TechValidate, a 3rd-party research service.

“Optional learners up 327%, Optional courses taken up 38%, compliance course completion up 61%, LMS hours up 71%, all compared to 2022 YTD.”

“Managers routinely use lists from OpenSesame's OS+ catalog to identify courses for their employees. Starting in 2024 we are going to make it part of their goals on reviews.”

“Most departments are repurposing training dollars in their 2024+ budget to accommodate certification testing payments for employees who complete cert pre-testing from the OS+ catalog.”

Challenges

The business challenges that led the profiled company to evaluate and ultimately select OpenSesame:

- Old training program was outdated.
- Creating courses in-house and needed to scale up efficiently.
- Only a small team and couldn't keep up with the needs of our organization.
- Weren't satisfied with existing content provider.

Use Case

Why GVTC chose OpenSesame; What was the biggest benefit or value?

- There was a wide range of topics covered
- Customer Service
- Curation services
- Ease of integration into existing LMS or LXP

Results

*Major improvements occurred in the first 6 months for the following Key Performance Indicators, based on previous year metrics:

- Compliance course completions: 61%
- Course cost savings: Major Improvement
- Time savings: Major Improvement
- Number of learners taking optional courses: 327% improvement
- Optional courses taken: 38% improvement
- LMS/LXP Usage Hours: 71% increase

Key features contributed to an increase in learner engagement.

- Course format (length, interactive, quizzes, etc)
- Offering the right learning paths or curriculum (Leadership training, DEI, etc)

Qualitative improvements after incorporating OpenSesame:

- More confident in the current state of our L&D program.
- More optimistic about the future of our L&D program.
- We have made measurable progress on resolving specific business pain points.
- Our Learning & Development training program feels fresh and relevant.
- We are able to deliver courses more efficiently.
- We are able to do more with less resources.
- We're glad we decided to go with OpenSesame vs our previous provider.
- We've made a valuable return on our investment with OpenSesame.

OpenSesame's positive impact on other businesses in GVTC:

- Recruiting / HR metric (retention, turnover, internal advancement, etc)
- Employee performance improvement (Annual review data, e.g.)
- Meeting team-specific training requests
- Decreasing chances of lawsuits with compliance training
- Creating more effective leadership development programs

Company Profile

Company:
GVTC

Company Size:
Medium Enterprise

Industry:
Telecommunications Services

About OpenSesame

Leading organizations depend on OpenSesame to train millions of employees. An entirely new and better way—easier, more economical, with less risk—to access the best on-demand training. With thousands of business, safety, technology, and compliance courses, OpenSesame helps train organizations of any size.

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