

# Switched from Skillsoft to save time, money and improve quality of training

## Introduction

This case study of Merge Healthcare is based on a November 2016 survey of OpenSesame customers by TechValidate, a 3rd-party research service.

“OpenSesame saves me time finding and administering courses for my learners.”

“OpenSesame saves my company money in delivering and administering training courses for our learners.”

“We previously used Skillsoft that constantly required Flash updates on computers. We had many complaints on the quality of training and system issues.”

## Challenges

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

- Major organizational learning and development challenges:
  - Building a learning culture at their company
  - Training a mix of managers and employees
  - Managing the consistency of training across multiple locations
  - Getting leadership to support training
  - Serving the needs of different job functions (sales, marketing, leadership)

## Use Case

Learning and development profile:

- Uses the following learning management system (LMS):
  - Saba
- Primary reasons for purchasing OpenSesame:
  - It integrated with their current LMS
  - The catalog had the courses they were looking for
  - The catalog had high-quality courses
  - The breadth of the catalog satisfies the broad needs of their company
  - The courses were reviewed, evaluated, and curated
- Main categories / courses used from OpenSesame:
  - HR compliance
  - Leadership and business skill
  - Technology (Microsoft Office, Google/G Suite Applications)

## Results

- Has seen the following benefits since using OpenSesame:
- Realized a return on their investment in OpenSesame in 10 months – 1 year.
- Can find training courses of high-quality
- Gained access to a broad spectrum of training courses their company needed
- Lowered training costs
- Improved employee utilization of training
- Improved employee engagement / satisfaction with training
- Rates the following OpenSesame features compared to other companies delivering course content:
  - Breadth and quality of courses: best in class
  - Affordability: best in class
  - Customer service: superior
  - Ease of administering courses: best in class
  - Integration with their LMS: best in class

### Company Profile

Company:  
**Merge Healthcare**

Company Size:  
**Medium Enterprise**

Industry:  
**Computer Software**

### 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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