

CSX Transportation saves money, increases learner utilization with OpenSesame

Introduction

This case study of CSX Transportation is based on a March 2017 survey of OpenSesame customers by TechValidate, a 3rd-party research service.

Challenges

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

- Faced the following challenges when looking for training for the company:
 - Finding industry specific content
 - Training a mix of managers and employees
 - Serving the needs of different job functions (sales, marketing, customer service, operations)
 - Providing engaging learning formats (short length, long length, quizzes, scenarios, etc.)
 - Offering a mix of courses to meet different levels of courses (beginner, intermediate, advanced)
- Was purchasing courses from 1-5 content providers or publishers before they subscribed to OpenSesame.

Use Case

The key features and functionalities of OpenSesame that the surveyed company uses:

- Integrated their OpenSesame courses with the following learning management system (LMS):
 - **Meridian**

Results

The surveyed company achieved the following results with OpenSesame:

- **Saved more than \$25,000 after using OpenSesame.**
- The following challenges improved after purchasing OpenSesame:
 - Finding industry specific content
 - Training a mix of managers and employees
 - Serving the needs of different job functions (sales, marketing, customer service, operations)
 - Providing engaging learning formats (short length, long length, quizzes, scenarios, etc.)
 - Offering a mix of courses to meet different levels of courses (beginner, intermediate, advanced)
- Saw the following improvements after using OpenSesame:
 - Increased completion rates
 - Increased utilization rates
 - Reduced training costs
 - Enhanced job relevant training
- Experienced the following benefits after using an OpenSesame integration with their LMS:
 - Saved money purchasing training courses
 - Improved their tracking and reporting capabilities

Company Profile

Company:
CSX Transportation

Company Size:
Fortune 500

Industry:
Transportation 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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