



INNOVATION DELIVERED®

Plateau's Software-as-a-Service solution helps Diebold improve technician's speed-to-competency while saving the company money.

EXECUTIVE SUMMARY

Challenge:

Integrate an LMS within the company's Oracle environment to accelerate technician training and assure regulatory compliance.

SaaS Solution:

Plateau Learning

Results:

- Technicians' speed-to-competency dropped from 18 months to just 4
- Plateau reporting has enabled Diebold to receive subsidies for state-level training, which helps offset some of the training costs
- The SaaS solution frees administrators from handling upgrades, patches, and application or server problems

THE EXPERIENCE WITH PLATEAU

Compliance: *"Until Plateau, training compliance was tracked on everything from Excel spreadsheets to ... napkins! Plateau brought training into one central repository where compliance can not only be tracked, but reported."*

Flexibility: *"Before, somebody had to go through an administrator in order to get a brand new report set up. Now, it's really a self-help system where managers can pull up reports on employee training status, what required training was delivered and when, and more."*

Consistency: *"Internationally, our administrators have been excited about Plateau. We've been able to establish*

Headquartered in Canton, Ohio, Diebold provides ATMs, security systems and integrated self-service solutions for the financial and retail industries. Diebold employs more than 17,000 employees and has a presence in more than 90 countries. According to Senior LMS (Learning Management System) Specialist Brian Shellhorn, one of Diebold's biggest challenges is the speed-to-competency of its technicians and the training needed to comply with the regulations at the state, Federal, and international levels.

"Getting our technicians into the field faster affects our bottom line. But while some have laptops, some only have BlackBerrys; there are language issues; plus there are different countries' training requirements."

SELECTING PLATEAU: "We were about to choose one of Plateau's competitors," says Shellhorn. Then we agreed to talk to the Plateau team. "We had no plans to actually give Plateau a shot," Shellhorn recalls. Diebold had measured every vendor against seven criteria and thought they'd gotten a pretty close fit. "Then Plateau blew us away. They met our criteria so exactly that we wrote the full contract with absolutely no customizations! They even took the extra step in having the Help Files translated into different languages so we could just bolt the LMS right onto our Oracle application." In addition, Diebold made the strategic decision that instead of purchasing the software, the company would use Plateau's software-as-a-service (SaaS) solution. "That way," says Shellhorn, "we don't have to deal with the upkeep. If there's a problem on the server or application side, we just give Plateau a call and they take care of it." By utilizing Plateau's SaaS solution, Diebold's IT department can focus on core-business needs.

IMPLEMENTING THE SYSTEM: Shellhorn notes that the implementation "actually got a little rushed" because Diebold associates were demanding capabilities the old system couldn't deliver. "The implementation team had some IT background, but we didn't know how to put it all together. We didn't have the experience of launching a system like Plateau, but our project manager and the Plateau project manager were excellent. We were able to get the entire system up and running for all of our North American associates in a very short period time — and with very few major issues."

training consistency we didn't have before. So even though Diebold products have small differences between countries, we can take what's common and quickly build solid content."

User Experience: *"Our domestic users have been very excited, particularly with the upgrade to SP5. We got flooded with emails saying how easy it was to find things... The WebEx and Virtual Learning System features have been a big hit with our associates both domestically and globally."*

Single Platform: *"Our associates know that for all training they just go to Plateau through Diebold University. Their complete training history is accessible. From a training management standpoint, all reporting goes through Plateau, too."*

Customization: *"We get all the reports we need without having ANY customizations. Plus, because managers can 'self-serve' on the reports without involving an admin, they can actually add to the reports."*

Follow-through: *"Through Plateau, we're taking what used to be very segmented training and making it a continuum."*

ACHIEVING VALUE BEYOND TRAINING: The LMS team uses Plateau anywhere the system might be able to provide a cost savings for Diebold. In the company's PC refresh program, for instance, the company used to pay computer contractors to notify associates that their computers were due for refreshment and that they had to turn in the computers for upgrading. Now, Plateau's LMS sends out those reminders and asks associates to choose the date and time that works best for them to have their computer updated. This saves Diebold money and provides more flexibility in how the company uses the LMS without adding any customizations. In addition, Shellhorn's team has been able to utilize Plateau to handle the tracking and reporting necessary to make sure that Diebold's 4,000 North American technicians are in compliance with the different fire, security, and electrical licenses required by different states and counties. This central control helps make sure licenses don't lapse and expose Diebold to fines. This built-in Plateau capability saves Diebold the cost of buying a stand-alone business license solution.

"We have taken some of Plateau's basic functionality and used it in 'out of the box' ways. For instance, combining instructor-led and e-learning with informal training has made a huge improvement in our technical training."

SUPPORTING A GLOBAL WORKFORCE: To accommodate the approximately 8,000 associates that are located outside the U.S., Shellhorn notes they have SkillsSoft's entire library loaded into Plateau along with Diebold's own custom content. Plateau has enabled them to serve this training in different languages and formats. "Many people outside the U.S. don't have laptops, so much of that training has been instructor led." Still, Plateau tracks it all and allows Diebold to provide computers within branches so that at least some of the people can access the e-learning that is available." Shellhorn adds that "Plateau's flexibility with data also helps us operate the LMS in accordance with different requirements in 37 countries – including Germany and some other European countries where the HR data is restricted." Now, Plateau centralizes learning and compliance information and secures it. "In terms of meeting training requirements," says Shellhorn, "this means that an HR associate can see at just a moment's notice who's in compliance and who's not."

OPTIMIZING TALENT: Looking ahead, Diebold seeks to optimize its talent further by implementing a performance management solution, as well as social media features as a whole.