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Driving ROI

The Business Case for Modernizing Your LMS with Schoox

The Business Case for Schoox

In today's changing business landscape, companies must quickly onboard new employees as well as continually upskill and reskill their workforce to remain competitive. In all industries, whether restaurant, retail, hospitality, or manufacturing, traditional learning management systems (LMS) often struggle to deliver engaging, personalized learning experiences that truly impact employee performance, satisfaction, and business outcomes.

The lack of actionable insights and data-driven recommendations to optimize learning paths and content, along with a generic approach to learning, fails to deliver the personalized experiences that empower a frontline workforce to be successful. This can ultimately impact sales results as well as the cost of doing business.

Hobson & Company (H&C), a leading research firm focused on Return on Investment (ROI) studies, worked with Schoox, a leader in learning management systems, to explore these challenges and learn how industry leaders are responding. H&C conducted independent research consisting of in-depth interviews with Schoox customers and found that Schoox addressed specific customer challenges to deliver a quick and compelling ROI.

In 3 years, customers typically experience a

200%-400% ROI

The impact of Schoox is not only strategic but measurable.

Based on this analysis, a company with 2,100 users with a 180% turnover that has $500,000 in safety-related claims and an average revenue of $2.8m from each Limited-Time-Offer would pay back the cost of Schoox in 2.6 months and generate a 3-year ROI of 645%.

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Challenges for Frontline-Worker Employers

Customers interviewed for this study noted that there are consistent challenges in optimally managing the workplace learning environment for frontline workers. Below is a list of some of the most universal concerns.

Managing Training Content

Standard LMS solutions often require multiple platforms to address all LMS needs and typically are not user-friendly or administrator-friendly. In addition to managing training content, reporting on training and compliance can be complicated, especially for organizations with complex structures.

Addressing Employee Satisfaction

Employees can easily become disenfranchised with their work if they do not feel engaged or are not trained properly, leading to high turnover. Additionally, lengthy onboarding processes delay the time to productivity, further alienating employees and impacting bottom lines.

Impacting Business Value

Without proper training, frontline workers with inconsistent messaging, poor customer service, and lack of confidence can have a negative impact on customer satisfaction and sales. Additionally, inconsistent training can lead to food waste or excess material or inventory costs.

Customer research identified eight benefits of Schoox across three key business objectives:

Improve L&D Operations

Strengthen Employee Satisfaction & Engagement

Demonstrate Business Value

Reduce time creating and managing courses

Schoox provides streamlined, automated L&D administration with an all-in-one platform: a) drag and drop to create courses from any type of content, b) assign learning based on group attributes, c) test skills and knowledge with multiple tools, d) support industry standards, and e) configure learning and manage permissions to reflect organizational structure.

75%

DECREASE in time creating and managing courses

> "We started off with 300 courses and now have over 1,600 courses available through Schoox. We don't need to reinvent the wheel with training content. It is very convenient to plug and play training, especially compliance courses, into Schoox."
> *- Training Manager, Retail Customer*

Reduce time on reporting and compliance tracking

50%

REDUCTION in time spent on reporting and compliance tracking

Schoox's real-time data automatically generates over 300 standard reports including compliance, certification, employee learning, onboarding status, and skills retention, which can be sorted by location, job function, and compliance requirements. Visual dashboards provide visibility for all levels of management as permissioned to track and measure employees' success.

> "With Schoox, reporting is fully automated. I have 10 scheduled reports per week, and it only takes about 5 minutes to set up a new report."
> *- Instructional Design & Learning Leader, Restaurant Customer*

Reduce insurance premiums and safety related claims

Schoox ensures that all employees are up to date on compliance and safety training. With easy-to-manage training and the ability to quickly pull transcripts, reports, and other completion records, companies are reducing insurance premiums and safety related claims.

1%

REDUCTION in insurance premiums and safety related claims

> "Our insurance rates are going to go down because of Schoox training. The insurance broker told us that 'the Schoox training is the most comprehensive training we've seen. The digital transcripts, the reporting, the live updates of training, and the completion reports all give visibility into safety training and Schoox is a game changer.'"
> *- Sr. Director L&D, Hospitality Customer*

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Reduce time to productivity

Schoox facilitates onboarding through automated training assignments that can be delivered on a time cadence or based on activity triggers. With an easy approach to setting up flipped learning programs and adaptive learning connected to skills, organizations can ensure that frontline and deskless workers are onboarded quickly and efficiently.

> **"Brand standards training is now fully standardized. Training that used to take 8 hours now only takes 3 hours allowing the team members to start working faster."**
> *- Learning Development Manager, Retail Customer*

20%

REDUCTION in time to productivity

Increase employee retention

Schoox's intuitive and easy-to-use platform appeals to all learning types by offering custom-curated courses, video lessons, microlearning, and live sessions delivered via mobile devices, personal computers, or tablets. QR codes facilitate just-in-time training while the Career Paths tie learning to personalized professional development and upskilling. Schoox encourages participation and completion of training via crowdsourcing, gamification, and knowledge sharing.

5%

INCREASE in employee retention

> **"Employee turnover is at an all-time low. The Schoox training is very easy to use, and we have reduced turnover because of Schoox's employee engagement, career paths, and on-the-job reviews. The leaderboard has been fantastic. Employees are now asking what additional training can I do to get more points. They are driven to getting more training which they never did beforehand."**
> *- Sr. Director Training, Restaurant Customer*

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Demonstrate Business Value

Reduce cost of technology investment

Schoox's unified platform can serve as a communication tool for all employees, whether or not they have a company email address, as well as an intranet, content management solution, and course creation tool all in one.

> "We can now turn off smaller LMS systems that other small pockets of the business were using. Schoox allows us to easily consolidate the other LMS systems for overall savings."
> *- Director, Global HR Operations, Manufacturing Customer*

90%

REDUCTION in cost of technology investment

Reduce waste/materials/inventory/shrinkage costs

Schoox's personalized, easy-to-use training platform provides consistent training to all frontline, deskless, and franchise employees, ensuring that all food and materials are managed properly.

10%

REDUCTION in waste/materials/ inventory/shrinkage costs

> "Currently, shrinkage is about 25% and a big portion of this is due to improper handling of inventory between the time when it comes off the delivery truck and into a customer's vehicle. We are creating courses in Schoox to educate team members on proper inventory handling and aim to reduce shrinkage by 25% as a result."
> *- Training Manager, Retail Customer*

Increase sales from LTOs with improved messaging and training

Schoox's personalized, easy-to-use training platform provides consistent training to all frontline, deskless and franchise employees, ensuring that new messaging, product features, menu items, and promotions are included in all sales situations.

> "Guest satisfaction increased from 75% to 80% over the past year due to better training from Schoox. Employees are more aware of our standards, speed of service, and order accuracy. Additionally, managers know how to make a shift run well and employees can resolve issues better with guests."
> *- Sr. Director Training, Restaurant Customer*

10%

INCREASE in sales from one LTO or special promotion
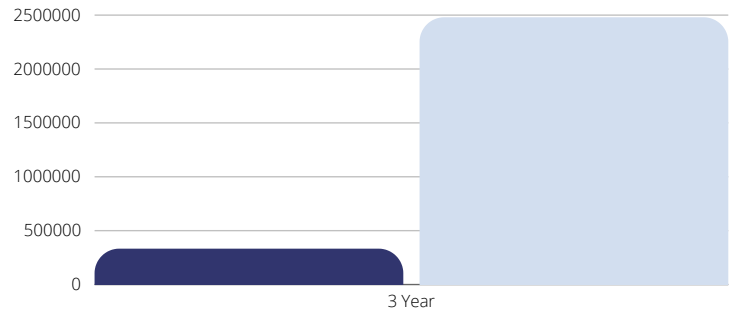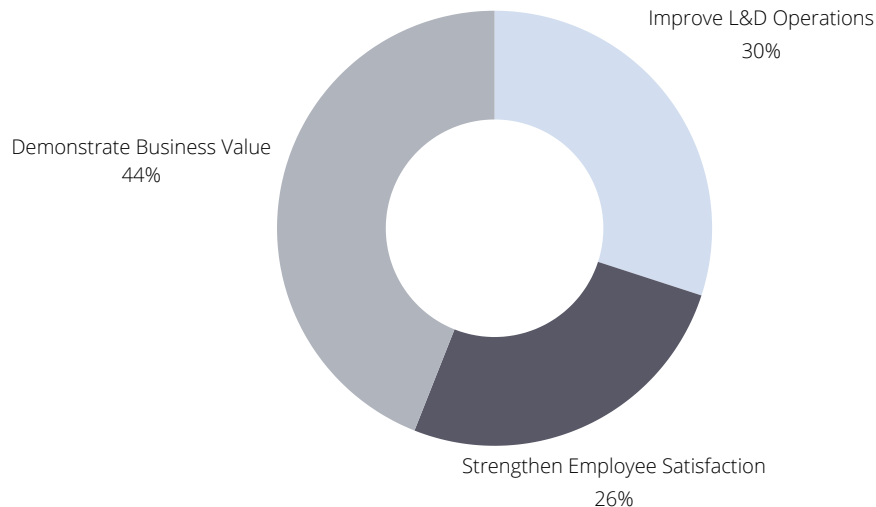
Key Findings

Research Results

The value of an intelligent learning management system is immediate and demonstrable. For this case study, the financial impact of Schoox is represented by a company with 2,100 users with a 180% turnover that has $500,000 in safety-related claims and an average revenue of $2.8m from a Limited-Time-Offering.

For this typical company, there is a positive return in 2.6 months and a 3-year ROI of 645%, with annual benefits exceeding $1,040,000.

Investment vs. Return

Benefits by Business Objective

Improve L&D Operations
30%

Demonstrate Business Value
44%

Strengthen Employee Satisfaction
26%

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About Schoox

Schoox is workplace learning software with a people-first twist. People aren't cogs, and Schoox was designed for how humans actually learn. We keep learners curious by letting you deliver more kinds of content wherever they are, from the front line to the corporate office. And by making learning easy, accessible, rewarding, and fun, we help you get everyone more excited about their career development. Learners can "up" their skills, grow on the job, and get more done—and you can measure the impact of their awesome accomplishments. Schoox powers people-focused learning experiences for organizations around the world, including Subway, Celebrity Cruises, Phillips 66, and Sonesta Hotels. Learn more at schoox.com.

About Hobson & Company

Hobson & Company helps technology vendors and purchasers uncover, quantify, and validate the key sources of value driving the adoption of new and emerging technologies. Our focus on robust validation has helped many technology purchasers more objectively evaluate the underlying business case of a new technology, while better understanding which vendors best deliver against the key value drivers. For additional information, please visit www.hobsonco.com.

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