

CORNING

“Partnering with Skillsoft and SumTotal enables us to mature and meet the needs of the modern learner by continuing to maximize the usability and efficiency of the LMS while also transforming learning to develop tomorrow’s leaders.”

Amy Friend, Manager of Learning Technology, Corning, Inc.

Business Challenge

As a global company with 50,000+ geographically dispersed users, Corning’s learning and development programs must support more than 10 languages and adhere to the data privacy requirements of multiple countries.

Corning needed to ensure that their LMS could successfully onboard new and mid-career hires, engage employees, plan for succession of leaders, develop technical experts and do so for a multi-generational workforce.

Additionally, to increase usage and engagement, Corning wanted to improve the interface for a better user experience, plus increase awareness of the learning opportunities currently available.

How SumTotal® Helped

Taking advantage of SumTotal’s Learn configurability, Corning updated Corning Learning Central (CLC), a portal that facilitates employee access to multiple learning resources available in a variety of delivery methods and all in compliance with any regional regulations. This led directly to the elimination of over 600 hours of change management instruction through the introduction of one 5 minute system overview for all.

To assist with the promotion of all learning initiatives, Corning leveraged the Skillsoft® Content relationship for marketing assistance to increase awareness of the learning opportunities across all functional business units including human resources, product development and IT.

Key Metrics

- +43%** Increase in learner satisfaction
- +69%** Increase in manager satisfaction
- +49%** Increase in administrator satisfaction
- >50%** Reduction in support cases

About Corning

Corning is one of the world’s leading innovators in materials science. For more than 165 years, they have applied their unparalleled expertise in specialty glass, ceramics, and optical physics to develop products that have created new industries and transformed lives. Corning succeeds through sustained investment in R&D, a unique combination of material and process innovation, and close collaboration with customers to solve tough technology challenges. Learn more at www.corning.com.

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