



“ Using SumTotal and Skillsoft to systematize career development is a competitive advantage. Having team members use the solution to drive career planning discussions with their managers will be a complete game-changer in the industry.”

Derek Blake, Senior Director, Global Learning, PSAV

BUSINESS CHALLENGE

Since 1937, PSAV is the trusted on-site provider of choice at over 1,500 global venues. Every day their talented professionals support more than 1,000 meeting planners and event organizers.

PSAV sought to transition from being strictly an ILT organization to having a balance of ILT and eLearning.

To provide scalable and cost-effective training for its 10,000+ employees, PSAV believed it was time to move to an enterprise-wide Learning Management System (LMS).

Additionally, PSAV wanted to establish standardized career paths to enable team members to increase their competency and confidence.

ABOUT PSAV

PSAV is a leading provider in the audiovisual and event experiences industry delivering creative production, advanced technology and staging to help customers deliver more dynamic and impactful experiences at their meetings, trade shows and special events. As the provider of choice at more than 1,500 leading hotels, resorts and convention centers throughout the U.S., Canada, the Caribbean, Mexico, Europe and the Middle East, PSAV is the provider of choice for event organizers, corporations, trade associations and meeting planners. Customers choose PSAV for its innovative and comprehensive service offerings, as well as their exceptional customer service from more than 10,000+ highly trained staff across a global platform.

HOW SKILLSOFT® AND SUMTOTAL HELPED

SumTotal and Skillsoft are helping PSAV drive career development with a structured and directed approach.

PSAV implemented SumTotal Learning Management and populated it with Skillsoft Business Skills, Productivity and Collaboration Tools, and IT Skills content, as well as Safety and Legal Compliance training.

PSAV and Skillsoft defined skill gaps, determined the training needed, identified 38 common competencies and mapped the relevant training.

Skillsoft's solutions will help PSAV comply with compliance training including GDPR.

KEY METRICS

- 3X** Tripled learning hours
- 26** Increased average Learning hours per person from 8 to **26**
- 190k** Delivered **190,000** learning hours in 2017
- 60/40** Created a **60/40** blend of ILT to eLearning

