Simplified eLearning for a Multinational Corporation

Learn how a newly acquired division of Toshiba optimized employee training as a result of an innovative online marketplace from OpenSesame and Saba

OpenSesame®   TOSHIBA   SABA

The Company

200,000
employees

551
Companies worldwide

A blend of cultures

When Joyce Holmes, Global Manager for Learning and Development for Toshiba Global Commerce (TGCS), started the process of selecting a Learning Management System (LMS) and curating new elearning content in the Global Commerce Solutions division of Toshiba, she faced a steep challenge. Toshiba had just purchased the new division from IBM and it experienced the HR obstacles typical of a large acquisition: blending employee cultures across 40 different countries.

Integrating high quality content into one LMS to cater to a global workforce.

Finding one LMS vendor with global reach

Since elearning first rose to popularity in enterprise training programs, executives have had difficulty selecting, organizing, and implementing digital training materials. Corporations continually struggle to integrate new LMSs into existing systems, and according to a 2015 Software Advice survey of HR professionals, this remains one of their top issues today.

In the case of Toshiba's new division, Holmes faced these same problems, with the added complexity of curating and managing content in different languages. In addition, she wanted to select an LMS that would make it easy to navigate between courses and manage updates from one place. According to Holmes, the new division had different systems for performance, specific learning courses, and HR compliant courses.

> **"** *We needed to give raw, brand new content at an economical base out to our employees."*
>
> **Joyce Holmes**, *Global Manager for Learning and Development for Toshiba Global Commerce*
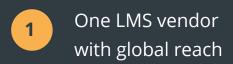
One marketplace with broad, high quality content

Toshiba also needed a solution that could provide pre-packaged and easily brandable training content in a variety of languages. With over six years of experience in procurement, Holmes was especially determined to streamline operations by working with just one company –– rather than engaging with a multitude of LMS vendors and elearning developers.

"I was the only HR learning and development person in the Toshiba Global Commerce Solutions (TGCS) division," says Holmes, the Global Manager for Learning and Development. "When I joined the company the learning state, put bluntly, was non existent."

When developing a new training program, Holmes knew that she needed:

1 One LMS vendor with global reach

2 Access to a marketplace with broad, high quality content library

An integrated state- of-the-art LMS and elearning content.

A comprehensive course library to meet the needs of a global company

OpenSesame is a marketplace for off-the-shelf elearning courses, where developers can sell courses and businesses across all industries can purchase and customize them. As of 2016, OpenSesame customers can select from over 20,000 courses, all published by industry leading elearning providers with high customer ratings. These courses cover an extensive range of categories, with offerings from business skills and technology to compliance and certifications. Along with the breadth of content, Toshiba was able take advantage of certification courses which provided necessary depth to assist employee development initiatives. In addition, OpenSesame partners with over 25 LMS providers to ensure course compatibility with a variety of platforms.
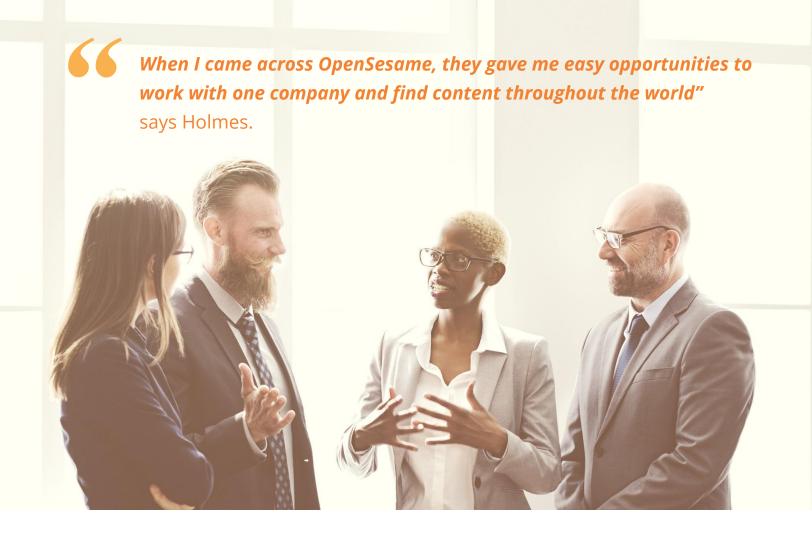
After using OpenSesame, Toshiba quickly saw improvements in:

Content Management

Global Integration

LMS Consolidation

This versatility was what drew Holmes to OpenSesame, and Toshiba ultimately chose the company in August of 2014 to provide a breadth of content that easily integrated into the newly implemented Saba LMS. OpenSesame was also able to support Toshiba's more specialized needs that extended beyond currently available courses. "They have actually sourced content for us when we needed customized content," says Holmes.

> **"When I came across OpenSesame, they gave me easy opportunities to work with one company and find content throughout the world"** says Holmes.

Solving global integration issues

With OpenSesame, Toshiba is now more successful in integrating, training, and developing talent of new team members merging into the company. Recently the Toshiba America Business Solutions (TABS) division added 3000 employees to the LMS Holmes manages. With this addition we needed to give raw, brand new content at an economical base out to our employees. This division was utilizing a homegrown LMS along with multiple Vendor LMSs to manager their content. "We are using OpenSesame to build synergies within the two corporations," says Holmes.

"The results, so far, have included more courses, expanded relationships, depth of information, and language." Between the diversity of content available to global employees, including job-specific certifications and language training, and the ongoing technical support, OpenSesame is streamlining content curation and management at Toshiba. "OpenSesame has been one of the most successful and easiest teams I've ever worked with in my life," says Holmes. "And I spent almost seven years in procurement, so that's saying a lot."

Streamlining operations with a single LMS

Toshiba had selected Saba, an LMS supported by OpenSesame, to host their elearning content. Prior to choosing Saba, Holmes noted that there were as many as four different LMSs being used. Saba's compatibility with OpenSesame allowed for all content to be centralized, creating less hassle for employees. "It gave us a much easier ability to access the content we needed and integrated with the LMS platform we purchased," says Holmes.

Saba's ease of integration with OpenSesame courses has made for a smooth, ongoing implementation with employees able to access learning content from around the world. While Holmes' division at Toshiba has recently began to update their course catalog, Toshiba found that the ease of interchange between Saba and OpenSesame results in surprisingly simple maintenance when compared to other solutions.

> **"** *I was expecting a much more painful process doing this, and I'm glad to say that's not been the case."*
>
> **Joyce Holmes,** Global Manager for Learning and Development for Toshiba Global Commerce

The management of all content within a single LMS has saved the new division time and headaches.

" *They were continually signing onto different systems. Now when they log in they have everything in one place, at their fingertips, and they're extremely happy with that.*"

Joyce Holmes, Global Manager for Learning and Development for Toshiba Global Commerce

THE RESULT:

Content deployment increased along with the creation of new succession and development programs for employees.

Speeding publication of high-quality content

Since the implementation of the OpenSesame solution, the new Global Commerce Solutions division at Toshiba has seen impressive results. "I've been able to release a tremendous amount of content to my team and they've been able to access it very quickly," says Holmes.

"The OpenSesame team has also helped us build our first leadership program, transitioning people from the old company into the new Toshiba program." She states they were able to launch the new program quickly, track it, and build on it as they continue to develop their courses.

> "
> *We're also going to use OpenSesame courses in conjunction with customer courses for management, and will be tying OpenSesame courses in our field development program and our high potential program for succession planning."*
>
> **Joyce Holmes,** Global Manager for Learning and Development for Toshiba Global Commerce

OpenSesame has played an active role in the development of these new courses, a relationship Toshiba plans to nurture into the future.

SUMMARY

THE CHALLENGE

- Making learning deployments easier for employees and administrators

- Consolidating multiple LMS systems into one comprehensive solution

- Finding broad, high quality elearning content for a global workforce

THE SOLUTION

Leveraging the partnership between Saba and OpenSesame, Toshiba was able to deploy content in multiple languages to employees around the globe, allowing workers to login and access information all in one place. With OpenSesame's extensive training marketplace, Toshiba created succession and development programs in different languages for its global workforce.

THE RESULT

- Increase in content deployment

- Creation of succession and development programs for employees

- Centralized LMS and globally accessible marketplace for elearning content