DATACOM

"Our partnership with Skillsoft has been invaluable for the business, the ability to effortlessly provide the broad range of courses, books and video resources to our employees is a great benefit of working for Datacom in helping improve our customer's experience and developing our people."

Renee Trevarthen, Delivery Manager, Datacom Systems

BUSINESS CHALLENGE

With 50 years' experience in technology, Datacom have grown to be one of Asia Pacific's leading locally-owned IT-based service providers. They operate across New Zealand, Australia, Malaysia and the Philippines.

As a service organisation in a rapidly changing industry, it is essential that Datacom staff are current with changing technologies. When it became apparent that the learning opportunities provided were underutilized, Datacom NSW responded by overhauling and redesigning their entire staff management approach.

Additionally, Datacom required that any measures taken addressed retention concerns.

HOW SKILLSOFT® HELPED

With the support of the General Manager, Skillsoft aligned learning programs with business drivers and team goals. To promote learning, Datacom ensured staff set aside time during the work day for learning, while Skillsoft created regular communications and marketing campaigns about the benefits of learning.

Skillsoft then introduced the Skills Framework for the Information Age (SFIA) model, mapping job roles and learning resources to the framework. Not only did this provide a robust industry-recognised structure, it also inspired staff to explore new skill areas. Staff engagement and staff retention in the team is now at a new high.

KEY METRICS

770 Over **770** courses completed in **2016**

8700 Over **8700** log ins

30% **30%** increase in customer satisfaction

100% Increase in problem resolution rates upon first contact, even with **100%** rise in call volumes

IT technicians gaining certifications faster for less and expanding their skillset to include non-technical areas

ABOUT DATACOM SYSTEMS

With over 4700 people, and revenues of over $1 billion, Datacom is one of Australasia's largest professional IT services companies. Datacom has extensive expertise in the operation of data centres, the provision of IT services, cloud, software engineering and application management, payroll and customer service design and operations. Founded in 1965 and operating across Australia and New Zealand, Asia, the US and UK, Datacom has a history of consistent growth, profitability and a reputation for delivering high quality, value-for-money and innovative solutions.

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