



“ With Skillsoft, our people are finding new ways to learn, work and collaborate with one another more effectively.”

Scott Farley, Director of Learning and Development, Joy Global

BUSINESS CHALLENGE

For more than 100 years, mining companies around the world have relied on Joy Global's market-leading surface and underground equipment and services. Today, the U.S.-based company employs 10,000 people around the world, often in remote and far-flung locations.

The company's learning and development (L&D) department faced numerous challenges in delivering a comprehensive, cost-efficient approach to training. Additionally, the cyclical nature of the mining industry meant lower L&D staffing levels. In order to reach its employee base with learning and other professional development tools, Joy Global required a partner who could provide comprehensive, multi-lingual content.

ABOUT JOY GLOBAL

Joy Global Inc. is a worldwide leader in high-productivity mining solutions. Through its market-leading surface and underground business segments, the company manufactures and markets equipment and services for the global mining industry, from 150 locations in 20 countries. Joy Global's products and related services are used extensively to excavate and extract energy, industrial and hard-rock minerals, such as copper, iron, gold, platinum and palladium. The company's products and services are focused on achieving the highest production levels, the lowest cost per ton and zero harm.

HOW SKILLSOFT® HELPED

Skillsoft's videos, courses, simulations and other training assets form the basis of a world-class training infrastructure. To ensure the greatest number of employees derive maximum value from the learning investment, Joy Global automatically imports Skillsoft content multiple times per month to keep assets current.

Joy Global followed Skillsoft's four-phase framework for engagement, alignment, adoption and value. With Skillsoft's aid, Joy Global set annual success criteria to gauge progress, metrics that helped define organizational learning reach and capture how learners engaged with resources and applied their new skills to the job. Joy Global also leverages Skillsoft's Client Community marketing resources to save time and keep messages fresh.

KEY METRICS

100%

Nearly 100% license use

150

Averaging more than 150 new users per month: 2/3 are individual contributors, a key audience

87%

87% of users applied what they learned on the job within 6 weeks

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 866-757-3177

