



“ One thing to keep in mind when you’re building a program with your Skillsoft content, and that is you have so many tools available to you in Client Community. ”

Sandi Wilson, Manager of Learning, Development & HR Employee Services, Vectren

BUSINESS CHALLENGE

Vectren is a multi-state utility headquartered in Evansville, Indiana. A Fortune 1000 company, Vectren, serves more than 1 million electric and natural gas customers in Indiana and Ohio and employs more than 5,700 employees, including nonutility companies.

When Vectren received some disappointing engagement survey results regarding development, its Human Resources Department decided to re-examine its learning strategy. The team members’ response was twofold: first, they fully engaged their Skillsoft customer success resources, and second, they created a formal career development and planning tool.

ABOUT VECTREN

Vectren Corporation is an energy holding company headquartered in Evansville, Indiana. Vectren’s energy delivery subsidiaries provide gas and/or electricity to more than 1 million customers in adjoining service territories that cover nearly two-thirds of Indiana and west central Ohio. Vectren’s nonutility subsidiaries and affiliates currently offer energy-related products and services to customers throughout the U.S. These include infrastructure services and energy services.

HOW SKILLSOFT® HELPED

Guided by the Skillsoft Customer Success Consultant, Vectren leveraged Skillsoft’s benchmarking framework to significantly mature its learning strategy. Vectren also exploited the insights gleaned from Skillsoft’s proprietary Impact Analysis studies to continually improve its ROI.

Partnering with Skillsoft, Vectren customized both Professional Advantage™ and Leadership Advantage™ portals to align with Vectren’s core and job-specific competencies. They then implemented Passport to Knowledge, featuring a tailored, self-paced curriculum of Skillsoft assets set against an engaging nautical theme, and is designed to help colleagues have a better understanding of the knowledge, skills and abilities needed for developing their competency proficiency.

KEY METRICS

428% 2016 Nucleus Research Technology ROI Award Finalist with **428%** ROI.

\$198 Cost per user decreased from \$3,670 to **\$198**

1.5K Value of time saved: \$136,938 (equivalent of **1,534** hours put back into productive workflow)

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