



“ Sprint University is committed to ensuring that its learning is tightly aligned to the business and in a continuous cycle of improvement. Skillsoft continues to be a key part of our enterprise portfolio. ”

Jeff Copley, Sprint University

BUSINESS CHALLENGE

Sprint University is the L&D entity of this premier communications firm with over 37,000 employees. It engages and aligns the right solutions for the entire business; driving learner adoption and measuring outcomes. But Sprint wanted to do more to align targeted learning solutions to their ever-evolving business requirements.

To achieve this, they needed first to identify performance gaps and then deliver both measurable and continuous talent improvement. In addition, a priority for Sprint was the measurement of content effectiveness, both for aligning and re-aligning program goals and for advising stakeholders on content performance.

HOW SKILLSOFT® HELPED

The KnowledgeAdvisors measurement platform was implemented to automate learning analytics so Sprint could manage its Skillsoft program with rigorous datasets and industry benchmarks.

Sprint implemented the Metrics That Matter™ SmartSheet evaluation process. Because of that, learners now receive a survey that captures inputs from all five levels of learning evaluation including reaction, learning, application, business impact, and ROI.

Additionally, Sprint's current Skillsoft content was aligned to Sprint's changing business requirements.

KEY METRICS

5X

A 5 times cost-benefit ratio over traditional classroom training.

14%

A 14% annual rate of program improvement more than 3 times the industry average.

90:1


\$90 benefit realized for every \$1 invested.

ABOUT SPRINT

Sprint is a communications services company that creates more and better ways to connect its customers to the things they care about most. Sprint served more than 57 million connections as of June 30, 2015 and is widely recognized for developing, engineering and deploying innovative technologies, including the first wireless 4G service from a national carrier in the United States; leading no-contract brands including Virgin Mobile USA, Boost Mobile, and Assurance Wireless; instant national and international push-to-talk capabilities; and a global Tier 1 Internet backbone. Sprint has been named to the Dow Jones Sustainability Index (DJSI) North America for the past four years.


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