Industry: Services
Use Case: Customer Training

SAP Litmos Commerce increases CPS HR's revenue year over year

CPS HR CONSULTING

CPS HR Consulting is a self-supporting public agency providing a full range of integrated HR solutions to government and nonprofit clients across the country. Their expertise is in guiding clients in the areas of organizational strategy, recruitment and selection, classification and compensation, and training and development. CPS HR Consulting offers a wide array of soft skills courses to meet the staff development needs of public sector employees from entry level through middle management.

CPS HR launched their training business in 2004 with a homegrown database/registration system that offered limited functionality. As they ramped up their training business and clientele grew, they found their current system was not sustainable. IT staff already needed to spend dedicated time working on the training business and lacked additional bandwidth required to continue to support the old system; their accounting department was also highly affected as the customer billing process was very manual. CPS HR lacked a central database and because information was in so many different places they were losing data. They needed to make a significant change and find a solution that could help them successfully run their training business.

CPS HR chose SAP Litmos Commerce because data is all in one place, and because of its flexibility and self-service capabilities. Clients can sign in, register for classes, view transcripts, and update their profiles, all with no staff support required. IT doesn't have to get involved, and the billing system is almost fully automated, so it no longer takes resources from Accounting. With their customized fields, CPS HR has been able to segment their audience and categorize all of their courses, helping them continue to get new enrollments—all of which helps drive revenue. Their budgeting process is now automated and they can see the data they need in order to plan ahead.

CPS HR Consulting plans to continue to run their business on SAP Litmos for many years to come.

> "Our **entire training business is run on SAP Litmos**. If it's not in Litmos, it's not happening."
>
> Melissa Asher
> Training Manager

Time savings
CPS HR saves 20-25 hours of staff time each month with SAP Litmos in place.

Global reach
With SAP Litmos, CPS HR is able to train 15,000 people a year.

Revenue
CPS HR continues to grow their revenue year-over-year because of the SAP Litmos Commerce database.