



Consumer Products Distribution Center for
Dicks Sporting Goods, Conklin, NY

H&M Company Invests in Employee Development with IMAGINiT's ProductivityNOW

The Organization

Headquartered in Tennessee and licensed in 46 states, **H&M Company** is a full-service engineering and construction firm that plans, designs, and builds projects throughout North America. Since opening its doors in 1957, H&M has worked to build and maintain a solid reputation with customers and employees.

"The leadership here has created an atmosphere at H&M in which employees, whose average tenure is 13 years, deliver such outstanding value that more than 70% of our business comes from repeat or referral customers," said Will Pinson, Director of Civil Engineering.



The Challenge

"I became Director of Civil Engineering here at H&M in March of 2020 right before COVID-19 changed the way businesses everywhere operated," said Will. "Our design teams adapted quickly to working from home, and as a result, progress continued on existing projects with little interruption."

To effectively respond to the increasing customer demand, H&M sought to hire additional engineers and designers.

"When our teams worked in the office, new staff would sit with veteran engineers to learn about the software products we use, like Autodesk Civil 3D, Revit, InfraWorks, Navisworks, and Vehicle Tracking, as well as Bluebeam Revu," said Will. "With everyone working remotely, we really needed a new process to train new employees."

The Solution

IMAGINiT has been H&M's Autodesk software solutions provider for years. "During one of my initial calls as Director with our IMAGINiT account manager, I mentioned the need for a new training program," said Will. "That's when I learned about ProductivityNOW."

ProductivityNOW is IMAGINiT's searchable library of self-paced, video-enhanced eLearning courses that include practice exercises and quizzes to quickly get engineers, designers, and others up-to-speed on the software they need to perform their jobs efficiently and effectively. It also provides access via phone, email, and chat to IMAGINiT's support team.

After discussions with the account manager about how ProductivityNOW could immediately address H&M's training needs, Will determined it was an ideal solution because it offered:

- The ability for employees to self-enroll in the classes they needed
- Options for Directors to assign course content with due dates
- Autodesk-approved courses that new employees could complete at times convenient to them

- Progress monitoring capabilities, so managers could make sure learning was advancing as expected and step in early if problems arose
- The ability for subject matter experts to upload content and share best practices and workflows with all team members

Results

"ProductivityNOW delivered better than expected," said Will. "In addition to getting our new staff the training they needed to start working on projects, it gave them a valuable way to spend time when their teammates were busy with urgent client needs. With everyone working from home, this benefit was more important than ever."

In addition, as the veteran engineers began to hear about ProductivityNOW, they found that its searchable library of content made it easy for them to quickly get answers to workflow questions.

"Our use of ProductivityNOW has evolved," said Will. "We use it for new employee training, and our engineers with years and even decades of experience turn to it for help with specific challenges."

The H&M team has used ProductivityNOW for many things, including to learn how to:

- Gain knowledge of Autodesk BIM 360 Design
- Maximize parking lot space using visualization for a client with Autodesk InfraWorks
- Streamline hardware and finish scheduling on projects that often contain hundreds of doors
- Download, filter, and transfer Lidar data into Autodesk Civil 3D using Autodesk ReCap Pro

"It has saved us a tremendous amount of time, and the content is absolutely reliable," said Will.

H&M also reaches out to the IMAGINiT support team as needed and uses IMAGINiT's Utilities for Civil 3D and Revit, sets of productivity enhancing tools that are free to ProductivityNOW Professional customers. Through regular calls with their IMAGINiT account manager, H&M continues to learn about additional features available, including:

- Accessing training courses on all Microsoft products as well as health and safety content
- Uploading company-specific content
- Testing employee software skills to identify gaps and set learning paths to fill those gaps

"My account manager connected me to a person within IMAGINiT whose whole job it is to help customers get the most out of ProductivityNOW," said Will. "Through regular conversations, we often discuss features and benefits to determine which align with our needs."

[Contact us](#) to learn more about how ProductivityNOW can enhance learning for your organization.



*Heavy Industrial Manufacturing Facility for
Axis Pipe and Tube Mill, Bryan, TX*



*Product Distribution Center for
Adidas located in Spartanburg, SC*

Solutions Beyond Software

IMAGINiT Technologies, a division of Rand Worldwide, helps architects and engineers become more proficient in the use of 3D technologies to design, develop and manage complex engineering projects faster and more cost effectively.