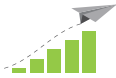# Customer Success Story

REDKNEE

REDKNEE
Looking Beyond

Industry: Telecommunications

Sector: Employee Training & Partner Training

The Results

Training Time Cut in Half
Litmos has saved Redknee thousands of man hours by cutting deep dive product training time in half.

Course Expansion
Redknee now has over 60 courses available through Litmos with plans to keep growing.

Resource Savings
Redknee has saved significant time, money and resources by switching to the Litmos platform.

> " With built-in surveys to facilitate learners' feedback and trainers' responses on each course, Litmos builds closer relationships between our Sales team (the learners) and Product team (the trainers). "

Tuti Brady
Sales Enablement Director

Redknee Takes Employee Training to New Heights with Litmos LMS

Redknee monetizes today's digital world, with a complete portfolio of mission-critical monetization and subscriber management solutions and services that allow communications service providers, utility companies, auto makers and enterprise businesses of all types to charge for things in new and innovative ways. Redknee's real-time billing, charging, policy, and customer care offerings provide the agility and scalability to drive a unique user experience, increase profitability, and support any new product or business model.

Available on premise, cloud-based, or software-as-a-service, Redknee's low-risk, flexible solutions power more than 250 businesses across the globe. Established in 1999, Redknee Solutions Inc. (TSX: RKN) is the parent of the wholly owned operating subsidiary Redknee Inc. and its various subsidiaries. References to Redknee refer to the combined operations of those entities.

The Challenge

Change is a constant occurrence within Redknee's organization. With its many acquisitions, there are always new employees coming on board, needing to get ramped up on everything they need to know in order to succeed. Training and sales enablement is very important to the company, and Redknee needed an online solution that would be fast and make sure all internal employees are aligned and "telling the same story." In addition to onboarding, they wanted an ongoing training process of product enhancements and updates for the sales and presales teams.

The Solution

After creating a checklist of every desired item for their new training program, Redknee chose Litmos because of its ability to quickly and easily build courses and deploy training. New employees log in to Litmos and go through modules and assessment questions, needing to get 100% correct in order to pass. Each course has a survey at the end that asks how helpful the training was, and based on that feedback the admin can change training materials and create new courses.

When sales teams conduct meetings and demos, they are now fully equipped to handle complex solution propositions and if they need to refresh their knowledge bank, they can always retake the online course in Litmos anytime. In addition, their Litmos administrator can now pull reports from Salesforce about the kinds of deals that are in the pipeline to better understand the specific training requirements for the sales team and its supporting teams.