exterro®

Exterro Meets Onboarding and TTV Goal, Migrating 5k Learners and Critical Data to Thought Industries with No Downtime

Exterro is a leading software provider for data risk management solutions. The company serves a global community of customers and partners, including enterprise grade, blue chip companies in the law enforcement, banking, pharmaceutical, and legal industries.

THE CHALLENGE

Stuck with an LMS with dwindling services, Exterro needed a new learning solution who could deliver on three promises:

- Securely and seamlessly transition 5,000+ learners in 90 days… with no downtime
- Support the unique needs of their growing partner community and other audiences
- Cultivate a partnership that elevates their brand and expands business opportunities

THE SOLUTION

Exterro found a true partnership with Thought Industries. After making the switch, they achieved the following:

- The team met its goal to be live in 90 days, migrating the entire learning business with zero downtime.
- Together with Thought Industries, they developed a thorough change management plan built on the full context and impact of upgrading their technology.
- They built segmented, unique learning experiences for Exterro customers, partners, and staff with Thought Industries' multi-tenancy solution, Panorama.

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> **We needed the flexibility to deliver a rich training experience, in a number of different modalities… And a partner who would not only deliver on our customers' expectations, but also give us room to grow and expand on our ideas. Thought Industries was the only learning system that could support those needs."**
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> **Sarah Hargreaves**
> **Vice President, Global Training**
> **Exterro**

5k+	**90**	**0**
Learners Migrated	Days to launch and Time to Value (TTV)	Downtime for their business