

Build.com Grows Sales With SAP Litmos

Build.com exists to bring ease, affordability, and empowerment to home improvement—a process traditionally perceived as difficult, expensive, and intimidating. The Build.com network of stores provides a unique shopping experience. With specialized sites committed to a more narrow focus, you're sure to find exactly what you're looking for. Each site digs into a single home improvement category, and features the industry's most trusted brands. And just like Build.com, each network store features. When the company was renamed in 2010 to Build.com to reflect its diverse breadth of home improvement products, the company did not have a learning management system to facilitate product training to its sales and customer service representatives.

Prior to using SAP Litmos, Build.com provided its workforce with face-to-face instructor-led sessions for onboarding and compliance training, while relying on an intranet for the delivery of product training collateral. Face-to-face training attendance was often inconsistent, the training calendar was inflexible, and training classes were dense, consuming valuable work time. As a result of different instructor-led training, the existing product training mechanisms often created inconsistent messaging and information gaps between sales center employees and customers. Also, there was no easy way to track consumption and retention of these training materials. Having over 900,000 products made online training essential for their 500 employees' future growth and success.

Learn more at www.litmos.com
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Faster Onboarding

60% reduction in the instructor-led training requirements for new hires



Trackable Product Training

Centralized, consistent & trackable product training for 900,000+ products



Improved Sales Effectiveness

Increase in employee login activity