SAP Litmos

carpetright.

Industry: Retail
Use Case: Courses

Carpetright *improves the engagement of learners* using SAP Litmos Courses

Founded in 1988, Carpetright is a leading retailer of floor coverings and beds. Employing 3000+ people in 426 stores in the UK, they were met with a challenge many retailers face: how to engage and train employees that are rarely at a desk? Carpetright's L&D team were tasked with one mission: revitalize training and delivery in the business and improve engagement of learners.

Their plan was to develop a new social learning system that housed all training, encouraging colleagues to learn from and share with one another as well as introduce a comprehensive range of engaging content, in bite-size video format which was always available (powered by mobile technology). After extensive research, Carpetright chose SAP Litmos Courses as a solution for training content because of the nature of training offered: short, succinct and modern training experiences that stimulate and engage the learner; an approach that directly aligned with Carpetright's training goals.

Since launch, Carpetright has had over 100,000 views of the SAP Litmos Courses and over 5,300+ courses completed. Mobile usage is also now over 65% of all logins. Their new platform has 80,000 page views per day, rising to over 100,000 on busy days, compared to their old platform which only had 12 mandatory health and safety modules that had to be completed as part of induction. Regardless of the generation or age of the learner, they love it, showing that organizations can overcome the challenge of delivering training that satisfies the learner.

2 Week
2 week implementation

5,300+
5,300+ courses completed

Page Views
On average, 80,000 page views per day

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+1 (925) 251-2220 | sales@litmos.com

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