



10 minutes with Provident's Digital Learning Solutions Manager

Provident Financial Group is one of the UK's leading suppliers of personal credit products to the non-standard lending market. With 4,940 employees serving 2.5 million customers through a network of branches, call-centres and websites, the Learning and Development team are consistently looking to work collaboratively and build credibility amongst key stakeholders to add value and provide the best learning solutions for individuals and for business improvement.

We spoke to **Provident's Digital Learning Solutions Manager, Matthew Swain**, to find out how **Kallidus Learn** delivered a learning solution for the business.

Q Hi Matt! Hope you've been well? You've obviously been on an exciting journey with Kallidus, firstly starting as a Classic LMS customer and then becoming the first Kallidus customer to migrate to our new LMS, Learn. How long have you been a customer of Kallidus?

A When I took position of e-Learning Development Manager in November 2014, I inherited Kallidus Classic with the role. I've stuck with Kallidus throughout my role changes, and it has journeyed with me as I now head up the Digital Learning Solutions team.

Q When we offered you our latest LMS, Learn, to replace the system you were familiar with, Classic, what were your thoughts?

A Since inheriting Classic in 2014, I have used many versions of Classic – including the first version, which we managed in-house behind a firewall – it was tricky to say the least! However, once we moved to the cloud, the system worked much better and the speed was drastically improved. When we were offered the upgrade to Learn, we reflected on all the features that had been developed in Learn, which is constantly improving and decided to take the leap!

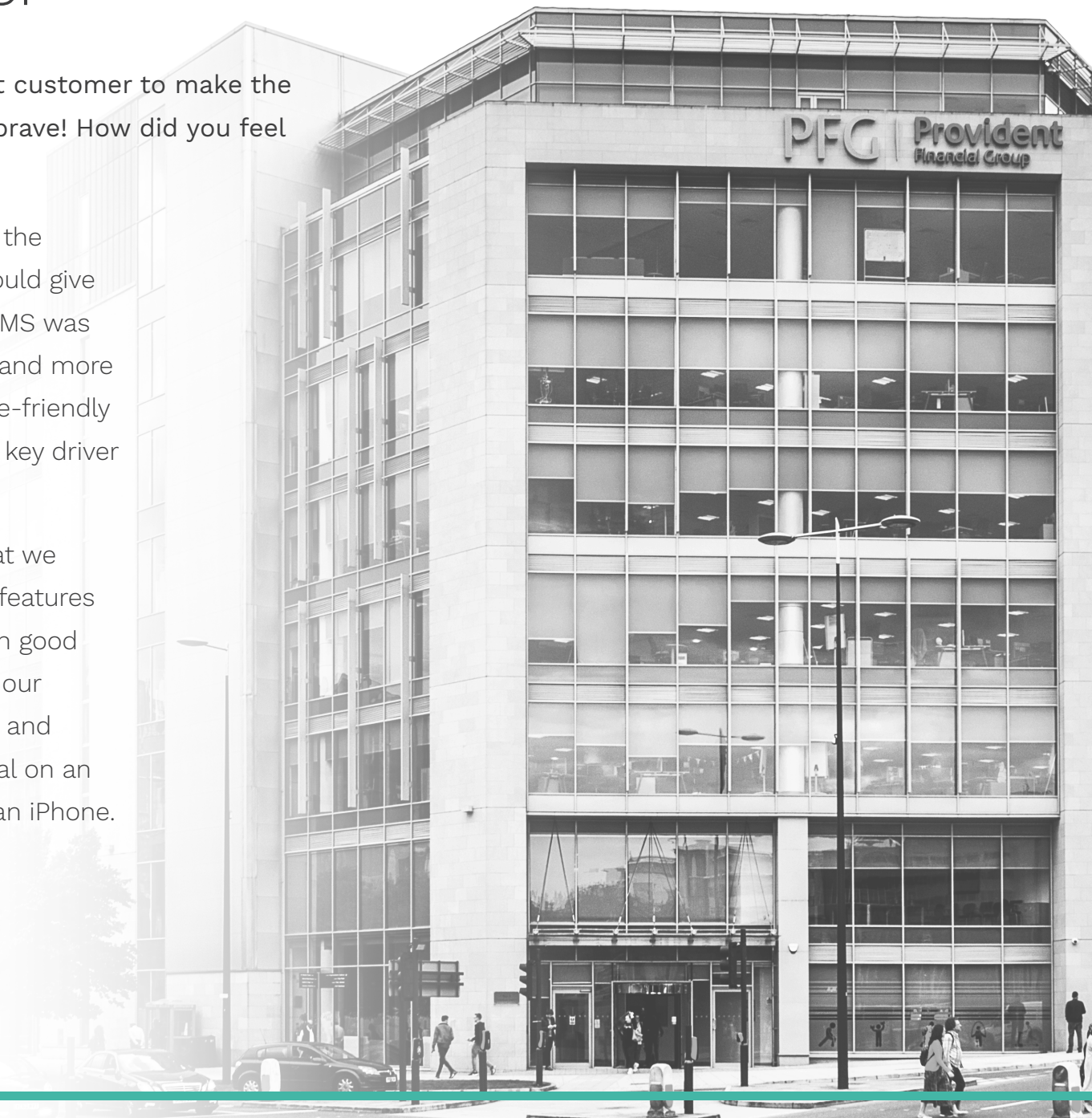
Q You were the first customer to make the move... this was brave! How did you feel about it?

A Mostly excited for the opportunities it could give us – our Classic LMS was beginning to feel outdated, and more importantly, it wasn't mobile-friendly which was fast becoming a key driver for the move.

We had already decided that we wanted more cutting-edge features in our next system, and with good business reason – many of our colleagues work in the field and whilst Classic was functional on an iPad, it wouldn't render on an iPhone.



QUESTIONS & ANSWERS





As an existing customer of Kallidus, did you need to make a business case for the move?



It was clear that we needed an LMS that was mobile-optimised, so we didn't need to build a business case per se; we did, however, require IT's support to manage the project so requested this in October 2017. This was approved in November 2017, but it transpired that we didn't actually need it! Our L&D team managed the project by ourselves with the help of Kallidus.



How did Kallidus help you make the decision and on the journey?



I have a very close relationship with our Account Manager and I've always voiced what I want to be able to gain from the system in terms of its functionality! When she was able to offer us Learn, we jumped at the opportunity.

She and the Support team caught up with us every couple of days and couldn't do enough for us.

She shared videos, screenshots, and most importantly, sandboxes for us to aggressively test the system. In December 2017 we did around 150 tests on the first sandbox developed on a variety of devices and fed the issues back to Kallidus who then worked on the 'red flags'.

We tested the second sandbox in February 2018 and found a few remaining minor issues, which Kallidus ironed out.

With the third sandbox, Kallidus provided it with our own data linked up so that we could see how our data would 'fit'. This allowed us to understand how reporting could work internally and meant that when the end product was launched, there were only a couple of very minor changes. The success of the launch is down to the amount of testing we did, the availability of sandboxes, and Kallidus' excellent and timely responses to our feedback.



How did you handle the data migration?



We were really lucky as the Support team at Kallidus dealt with the entire migration process! We received the data all ready to go, cross-checked ourselves as a sanity check, but found no issues.



Testing was clearly very important during the initial stages. What were the key lessons learnt from the migration process?



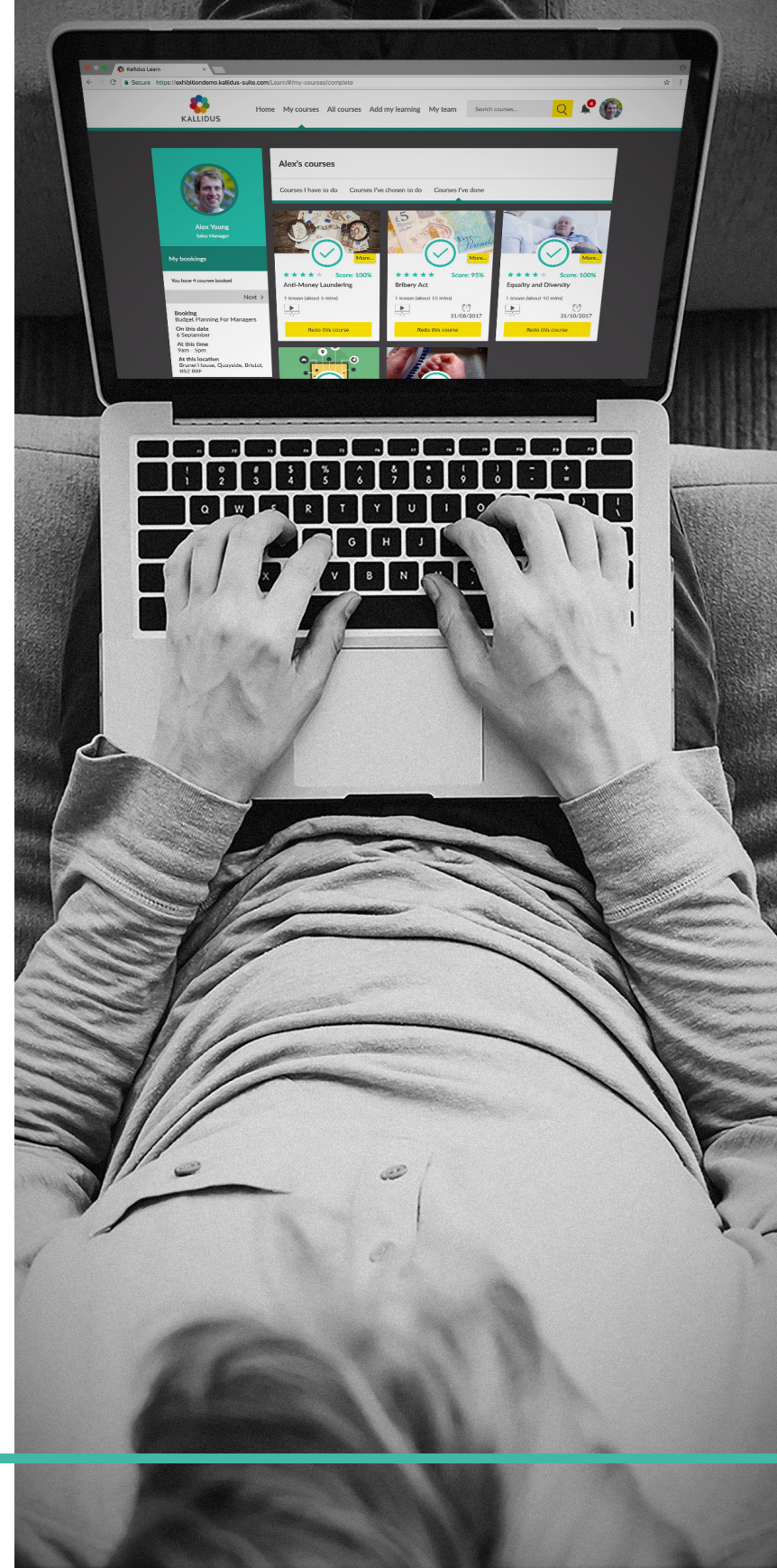
In terms of migration, there were a few minor issues – notifications were glitching, so we needed Kallidus to remove all new notifications on the day of the launch – but from a customer perspective, migration went the best it possibly could.

We didn't feel we needed a big launch as the system is quite intuitive.

A month and a half before the system was due to go live, we spoke to heads of function and those out in the field to put on their radar. We also announced its launch on our internal portal and kept managers in the loop.

On the week of its launch, we sent out another reminder email and sent each individual their username and password. We also created an email signature for our L&D team which has links to basic how-to video guides.

Whilst the launch wasn't large, it proved to be very effective and raised awareness sufficiently.





How were the first few weeks of ‘go live’?



Really good! In June 2018, 5,000 people were enlisted on the initial 10 modules launched. There were some challenges to start with, mostly connectivity issues, but we improved our processes in informing our field agents with hints and tips to give them the best opportunities to complete training, such as connecting to Wi-Fi.

Whilst there were a few issues, it went better than it could have – and from my perspective, was certainly better than any other software migration I’ve experienced.



Now that you are live with Learn, what are the key changes you have noticed since being a Classic customer?



The dashboard is fantastic, but also a curse – now that there is so much transparency, we’re not liking everything that we see, but this is good as we know exactly what processes work and which ones we need to fix!

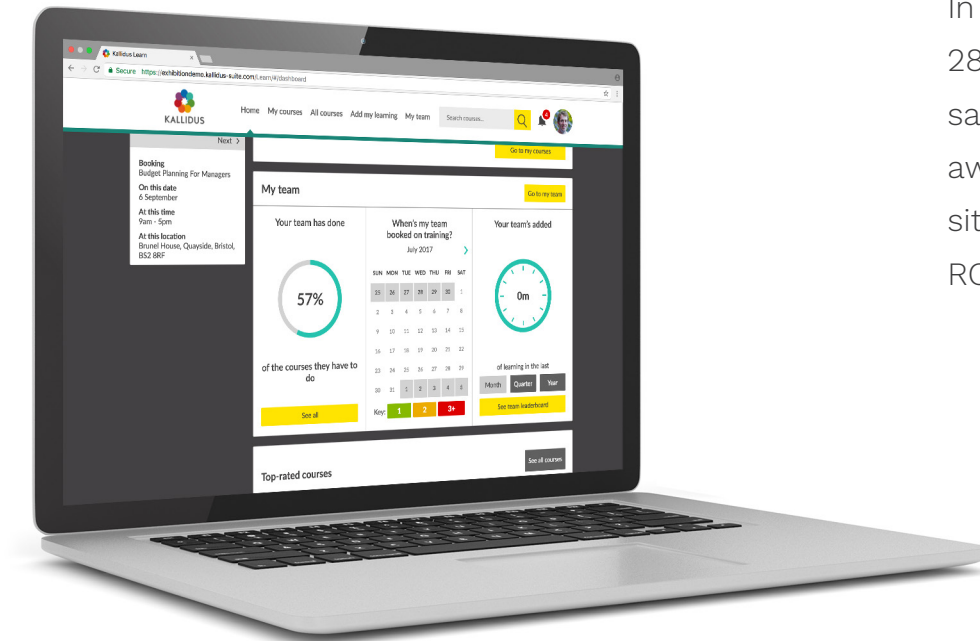


What has feedback from learners been since the move?



We’ve had some really great initial feedback from learners. Whilst we’re yet to run formal evaluations, I’ve had some lovely comment over email or in person: ‘I love the look and feel’, ‘It feels up-to-date’, ‘It genuinely works as it should!’, ‘Logged in for the first time and it worked great on my iPhone’, ‘Fantastic platform, great to be able to do learning on the move’.

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Wow, that’s great! Do you have any metrics that you could share?



So, in February 2018, completion rates within a 28-day window were at 86% for our Head Office teams. Whilst we were mostly pleased with this, we knew we could do better.

In June 2018, we tracked completion rates within a 28-day window and these had increased to 96% for the same team.. Excitingly, we were only 30 or 40 colleagues away from 100% completion! Completion rates currently sit at 96% for our Field UK team, and 98% for our Field ROI team.



With such great completion rates, do you think engagement has increased?



Unfortunately, we do not have dropout rates for our previous system, but since implementing Learn, our dropout on completion rates are sitting at 3% - something I’m really pleased about as it means that 97% of our learners are following the course through to the end.



And of these learners, how many are taking advantage of the mobile-optimisation?



Of our near 5,000-strong workforce, 4,000 of these are mobile users – the remainder continue to use desktops or laptops to complete their learning. It’s great having a system that suits each of our user’s preferences.



With your experience of the whole process, do you have any top tips for our other customers considering making the move?



Test, test, test! If other companies have a complex structure, I’d advise them to have a sandbox in place initially to test. That said, the system is sound enough for most businesses – we did enough testing ourselves to make it that way!



We’re so pleased that Learn has delivered! On a personal front, is there anything that we could have done better?



Erm... a free trip to the Bahamas included? In all seriousness, I cannot fault Kallidus at all – the entire team was very helpful and we didn’t have any issues in any of the process. We couldn’t have got there without the Support team’s help.