

Blue Shield Manages Successful 5,000 User Upgrade with Learn iT! Training

Major health plan provider successfully and affordably transitions users to Microsoft 2007 with live webinar training

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– Wendy Boul, Senior Manager of IT Learning and Knowledge Management, Blue Shield of California

Business Benefits Realized

- Supported a 5,000-user upgrade to Windows 7 and Office 2007 with 174 hours of live webinar training.
- Accommodated employees who learn best through instructor-led training using a live webinar class format.
- Included the customized curriculums and scheduling flexibility needed for a large-scale upgrade.
- Received extremely high employee satisfaction ratings nearly 10% above the company target for training satisfaction.
- Achieved a total cost of just \$13 per attendee per class – a 59% savings over a public class.

Preparing to Upgrade

Like many organizations faced with upgrading to Microsoft 2007, leaders at Blue Shield knew it would be a big change for many of their users. “There are significant differences between the two versions, especially between Word 2003 and 2007,” says Blue Shield’s Senior Manager of IT Learning and Knowledge Management Wendy Boul. “Instead of forcing everyone to learn this new program one way, it was very important for us to understand what our employees needed and wanted in terms of training.”

To discover exactly what types of training were necessary, Boul’s group conducted a learning needs assessment for Blue Shield’s 5,000 users. The results of the survey indicated that 70-percent of Blue Shield employees felt they would need training, and about a third of those employees felt they required instructor-led training to ensure a successful transition.

“After the survey was complete, we knew we needed to offer an instructor-led training option, but we don’t have instructors on our internal team,” says Boul. “We wanted a vendor with a strong track record conducting instructor-led training on a large scale to supplement our e-learning offering. We also wanted a virtual solution, because we have people spread throughout the state.”

Finding a Proven Partner

Boul identified several potential training vendors and conducted rigorous interviews. During this process, one vendor stood out from the crowd: San Francisco-based training provider Learn iT!. “Immediately they had suggestions for completing the training successfully and affordably, and they had many examples of how they had managed training for other large-scale implementations with flexibility,” says Boul.

Blue Shield chose to partner with Learn iT! to conduct live, instructor-led webinars in waves as the rollout occurred within Blue Shield’s internal departments. The first step was piloting the training program; during this time the

Organization

Blue Shield of California

Industry

Health Insurance

Organization Information

- Non-profit health plan founded in 1930.
- Dedicated to providing Californians with access to high-quality health care at an affordable price.
- Employs 5,000 people with an annual revenue of \$10.5 billion.
- Provides health plans to nearly 3 million members.

Solution

Learn iT! Windows 7 Training

Learn iT! Office 2007 Training

curriculum was customized to meet the organization's exact needs. As the Learn iT! webinar trainings were held throughout 2013, Blue Shield carefully monitored the success of the classes and reviewed feedback from the course evaluation surveys.

"The reviews from the attendees were incredibly positive," says Boul. "Our employees really liked the trainers because they were such experts – they felt there was no question they couldn't answer."

Measurable Results

Over the course of the Blue Shield rollout, Learn iT! delivered 175 hours of live webinar training for more than 2,200 total attendees. The calculated cost of each class per attendee was \$13 – a 59% savings over the cost of a public class. Blue Shield realized other benefits from the classes as well.

"Delivering the classes by webinar led to travel savings, time savings and productivity gains," says Boul. "In addition, our users gained productivity through an improved understanding of the new tools and applications, and our Help Desk benefitted from answering fewer calls related to the upgrade."

According to Boul, Learn iT! was a key to Blue Shield's successful Microsoft upgrade. "Learn iT! allowed us to extend our training offering to include live training sessions with expert trainers. This really helped all the employees within our organization feel they were taken care of throughout the Microsoft upgrade – we got an incredible value and achieved excellent results