



“ Skillsoft is far and away the best tool I have used to help improve my professional skill set as a recruiter. As a result of taking Skillsoft courses, I have improved my ability to listen and communicate, therefore enabling me to attract and hire the best and the brightest. **”**

John Cervantes, Mortgage Services Mortgage Lending Division, Carrington

BUSINESS CHALLENGE

Carrington Holding Company, LLC owns and operates multiple businesses that cover almost all aspects of single-family residential real estate transactions.

Due to aggressive growth, and the constantly-changing regulatory environment and heightened scrutiny in the mortgage service industry, a new training solution was required. To justify an investment in eLearning, Carrington partnered with Skillsoft to develop a business case. Carrington utilized their Skillsoft representative and learning strategist, to create the case and to get the new Carrington Education Portal running quickly and effectively.

HOW SKILLSOFT® HELPED

By starting with mandatory compliance training, Carrington positioned Skillport® as the “Google of Learning,” encouraging users to access it for their own professional development. The Skillsoft Client Community site was instrumental in helping to roll-out the Carrington Education Portal.

A new on-boarding program was developed to help associates get up to speed quickly, in a consistent and measurable manner.

Carrington engaged Skillsoft’s Virtual Administration service to produce robust reports, enabling leadership to make strategic and tactical decisions based on the rates of utilization and completion in the field.

KEY METRICS

11K+

Over **11,500** hours of learning completed in just one year

90%

Almost **90%** completion rate in the Skillport course offerings

3:1

For every **\$1** spent in the Skillsoft program, Carrington saved **\$2.55** in classroom training instruction

ABOUT CARRINGTON HOLDING COMPANY

Carrington Holding Company, LLC owns and operates multiple businesses that cover virtually every aspect of single family residential real estate transactions – investments in U.S. real estate and mortgage markets, loan origination and servicing, asset management and property preservation, real estate sales and rental, and title and escrow services.

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