



“ Skillsoft’s support is constant. Not just in the initial rollout - it’s ongoing as we continue to expand learning and development. That’s just something we’ve not experienced with any other learning management system. ”

**Jim Dreher, Human Resources Manager, Leadership Development - Security Service Federal Credit Union**

## BUSINESS CHALLENGE

Security Service Federal Credit Union (SSFCU) is the largest credit union in Texas and eighth largest in the United States, with 70 branches and 1,700 workers spread across Texas, Colorado and Utah.

The challenge of training a geographically spread workforce on a complex portfolio of products and services grew, prompted SSFCU to revisit its onboarding process and its learning management system (LMS). The company also had a costly 20% turnover rate in its staff, directly impacting bottom line revenues. Additionally inconsistencies in management processes throughout the organization were proving a struggle. For SSFCU, this meant an introspective look at its leadership development programs and hiring practices.

## ABOUT SECURITY SERVICE FEDERAL CREDIT UNION

Security Service Federal Credit Union’s corporate headquarters is located in San Antonio, Texas. The credit union has built a reputation of strength, stability, and convenience by offering its members financial soundness, unmatched hours of service and competitive financial products and services. The primary goals at Security Service are to meet its members’ financial needs and help them improve their financial situations. Security Service believes in empowering its members with the knowledge to make strong financial decisions. Security Service has always defined industry leadership by more than just size and market share.

## HOW SKILLSOFT® HELPED

Together, SSFCU and Skillsoft built a formal learning strategy centered around four unique career paths aimed at supporting employee success while bettering the overall knowledge of the organization, with the ability to track and report progress at each phase.

SSFCU adopted Skillport® blending existing classroom courses with 24/7, easy-access eLearning. By loading Skillport with Skillsoft® Compliance Solution™, IT and Desktop Videos™, Skillsoft Books, Digital Skills Courseware™, and customized learning via SkillStudio® and Dialogue Design™, SSFCU were able to support just-in time learning for managers, as well as customized learning modules to engage employees.

## KEY METRICS

**90%** One month after the launch, SSFCU saw 9,000 log-ins and 3,000 course completions, with over **90%** of employees using Skillport.

**2%** SSFCU experienced a **2%** point decrease in staff turnover—during a time of strong competitor performance and increased market demand for employment. The drop equaled a direct savings of \$300,000 in turnover costs.

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