



“ The instructors are fantastically knowledgeable and our learners give great feedback regarding the modality of instruction and the content being taught. ”

Steven Sharp, Cbeyond University, Cbeyond

BUSINESS CHALLENGE

Cbeyond is a technology ally for small and medium-sized businesses, delivering cloud services and communications through enterprise network and data centers. Using a private, high-bandwidth network, the company delivers voice and data services to tens of thousands of customers.

Fast and continuous advances in technology were creating a knowledge/skills gap on Cisco® technology for Cbeyond employees. Cbeyond needed to grow the certification base of employees across the company and improve their technical acumen.

HOW SKILLSOFT® HELPED

With Skillsoft, Cbeyond created a 12-week training program using Skillsoft® Live Learning™ IT certification resources as the content. To create awareness about the program Skillsoft partnered with Cbeyond to launch a marketing campaign that included lunch and learns, Yammer, and open application. This was so effective Cbeyond needed to develop a rigorous selection process. Cbeyond used its internal Learning Management System (LMS) to manage the assessment.

Using Skillsoft® Learning Growth Model® Cbeyond measures the application of knowledge throughout the certification process.

KEY METRICS

30% The program has helped **30%** of participants advance in their careers with Cbeyond.

Employees **express more confidence** in their ability to do their job and supporting the customer.


Staff turnover has decreased and **employee satisfaction has increased**.

ABOUT CBeyond

Formerly Cbeyond - Birch Communications, Inc. (“Birch”), leading nationwide provider of communications, network and cloud services to small, mid-sized, enterprise and wholesale businesses celebrates its 20th anniversary this year. In the last two decades, the Atlanta-based company has transformed itself from a competitive telephone service provider into a successful enterprise, serving the complete communications, network, cloud and IT needs of businesses in all 50 U.S. states, Washington D.C., Canada and Puerto Rico.


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