

iomart

“ It’s been quite a journey and we couldn’t have done it without the help of our Skillsoft Customer Success Consultant who has been with us every step of the way.”
Tom Millar, Group Training Manager, iomart Group

BUSINESS CHALLENGE

iomart, a leading provider of cloud services and managed hosting, helping businesses and organisations of all sizes to operate their online data and IT environments safely and securely, is headquartered in Glasgow and listed on the Alternative Investment Market (AIM:IOM). iomart owns and operates a network of UK data centres and numerous international Points of Presence and numbers some of the world’s leading companies among its customers.

iomart wanted to create a workplace culture in which learning and development is simply part of ‘what we do’, and give its young and technical workforce a range of soft skills that would improve how they engaged and responded to customers.

ABOUT IOMART

Originally founded in 1998 as an integrated internet and telecommunications company, the Group has evolved to become one of Europe’s largest providers of managed hosting, cloud computing and business resilience services. Having been at the forefront of the UK’s technological revolution for the past decade the Group has developed an enviable reputation for its internet expertise, its service ethic and its product innovation. They employ over 200 technical consultants and support engineers working round the clock to ensure true 24 x 7 support.

HOW SKILLSOFT HELPED

Skillsoft offered an extensive range of resources to support self-directed learning which gave staff the flexibility to learn at a time convenient to them, and in a way that suited their needs.

Skillsoft’s Select gave iomart’s staff access to an online catalogue of business, professional effectiveness and technical courses tailored to their functional roles.

The Skillsoft Five @ 5:00™ provided a different five-minute learning nugget each working day of the week and which employees accessed easily through the Skillport 8 learning portal.

A longer 21-day programme was also offered and delivered via Skillsoft’s New Habit Calendar tool, which Skillsoft consultants populated with relevant materials and content each month.

KEY METRICS

Employees now regularly engage with learning opportunities outside their role-based development plans

Individual and team KPIs have been set and they are already reporting **improved staff motivation and workforce performance**

Positive customer feedback has improved as the workforce has grown to understand the value of soft skills training

Iomart now has an **improved reputation** as a tech employer within local employment markets

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