

# CBEYOND®

“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 Skillssoft, Cbeyond created a 12-week training program using Skillssoft Live Learning™ IT certification resources as the content. To create awareness about the program Skillssoft 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 Skillssoft 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.

