



“ Skillsoft has made a firm commitment to clearly understand AJG, our culture, where we are and where we’re heading and also how best to work the development team. Skillsoft Learning Consultants play a pivotal role in the success of the development and execution of the elearning strategy for AJG. ”

**Jason Grieve, National Learning and Organization Development Manager, AJG**

## BUSINESS CHALLENGE

Arthur J. Gallagher & Co. (AJG) is one of the largest risk management and insurance broking companies in the world. With more than 700 people in over 30 branches across all Australian states and territories, AJG delivers personalised local service backed by a global network of international expertise.

Prior to working with Skillsoft, it was difficult for AJG to deliver consistent and streamlined training across more than 30 branches Australia-wide and affect change. AJG found it challenging to deliver a comprehensive training program that allowed their brokers to meet the annual requirement of 25 hours of professional development. Moreover, 80% of leaders were dissatisfied with the content available, and only 13% of employees felt the existing LMS was useful and workable.

## ABOUT ARTHUR J. GALLAGHER & CO.

Risk management and benefits solutions should be about more than just placing coverage or selecting a plan. It’s about growing your business and protecting your dreams. It’s about ensuring your employees are properly engaged. Everyday their clients face massive challenges across a range of issues. Gallagher’s advisors understand their clients’ business and how hard they work to deliver on their promises. Arthur J. Gallagher are the global partner in achieving their clients’ goals. And that only begins to describe the shared values, corporate culture and passion for excellence that define The Gallagher Way of doing business. They are the only insurance broker on the Ethisphere Institute’s World’s Most Ethical Companies.

## HOW SKILLSOFT® HELPED

With Skillsoft’s guidance and ongoing support, AJG developed a number of very clear learning pathways offering employees learning that is not only effective for their existing role, but will also help them be successful in future roles and achieve their career aspirations.

To enhance accessibility, Skillport®, Skillsoft’s Learning Management System (LMS), was introduced. This gave AJG access to Skillsoft’s Business Skills and Desktop Skills courseware, including videos which allows all 700+ employees, Australia-wide, access to the same learning resources.

## KEY METRICS

**192%** The first six months of investment in the eLearning program has shown **192%** return on investment.

**889** Employees had completed **889** hours of targeted learning to date, equivalent to 222 one-day classroom training.

**3%** **3%** improvement in L&D engagement from prior to program implementation.

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