



“Our Skillsoft partnership resulted in higher access and completion rates allowing us to eliminate a six-figure spend with another solution. That’s a powerful return that any leader in the organization can get behind.”

Mark Dompier, Director of Talent Management and Learning, PetSmart

BUSINESS CHALLENGE

PetSmart aims to bring pet parents closer to their pets. To help achieve this mission, PetSmart recognized the need for an easy-to-use professional development solution that is embedded in associates’ day-to-day work.

PetSmart chose Skillsoft’s Business Skills, Leadership, and Compliance solutions for their ability to support a workforce that spans 55,000 associates at over 1,600 stores, 7 distribution centers, and multiple home office locations.

HOW SKILLSOFT® HELPED

PetSmart offers Skillsoft’s Business Skills training to a large number of knowledge workers and Leadership training to enterprise managers. The multi-modal content, which is mapped to PetSmart’s core values, covers a wide range of topics, including project management, finance and accounting, marketing, communication, and information technology.

PetSmart evolved how it conducts compliance training. For example, the company uses Skillsoft’s Compliance solutions to provide sexual harassment training to managers and employees.

Skillsoft’s reporting enables PetSmart to provide monthly access and completion statistics to HR leadership.

KEY METRICS

- 2X+** Users completed content at **double** the rate of previous vendor
- 17K** **17,000** pieces of content accessed within first 12 months
- 80%** **80%** completion rate on accessed content
- \$\$\$** **Six-figure** savings based on use of development content

ABOUT PETSMAART

PetSmart is the largest pet specialty retailer providing best-in-class products and solutions for pets and pet parents. They also offer a wide range of pet services including grooming, dog training, PetsHotel and their Everyday Adoption Centers. At PetSmart, their love of pets impacts everything – from how they treat pet parents to the way they support their associates and how they give back to our communities. PetSmart partners with more than 3,500 animal welfare organizations and has 55,000 associates dispersed over 1,600 stores in the United States, Canada and Puerto Rico.

