

CLIENT USE CASE

Central Repository for Knowledge Sharing



PROJECT DETAILS

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- › **Industry:** Multidiscipline
- › **Duration:** 2 Years/Ongoing
- › **Employees:** 700
- › **Users:** 500

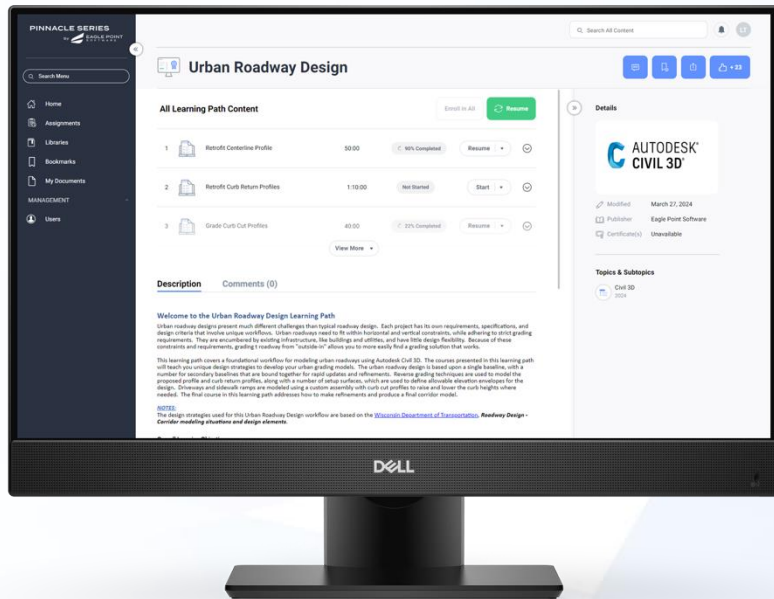
FEATURES

- › Manage Content
- › Asset Libraries
- › Custom Learning Paths

PROJECT OVERVIEW

Facing industry pressure to stay efficient and competitive, the client turned to Eagle Point to build a single source of truth for their best practices and SOPs, which they hoped would reduce friction by creating a single access point for staff. This effort expanded to aspects of the company outside of the technical teams and became an essential onboarding resource.

CHALLENGE



With a complicated organization structure including architectural, engineering, and business units, the client faced siloed practices for training and onboarding.

- › Productive staff were too frequently pulled away from project work to help new hires
- › Different hot spots for their training and best practices across each department caused collaborative friction
- › Lack of overall organization for best practices, training, and onboarding protocol

To prevent the problem from continuing to spiral out of control, the client chose Pinnacle Series to centralize training for all departments.

SOLUTION

Pinnacle Series' Asset Library offered industry-relevant training resources and assessments that could be leveraged right out of the box. Unlimited cloud storage also allowed the company to upload their best practices with confidence, knowing the system architecture could scale to their needs.

Custom content was also a core benefit for the client. Their team valued their ability to be self-sufficient with the platform, which allowed them to build their own learning paths and expand asset libraries without requiring constant assistance.

Trackability proved the final component of their success. They were able to use administrative tools from within the platform to see who was taking training, where they were in their progress, and what courses had been completed.



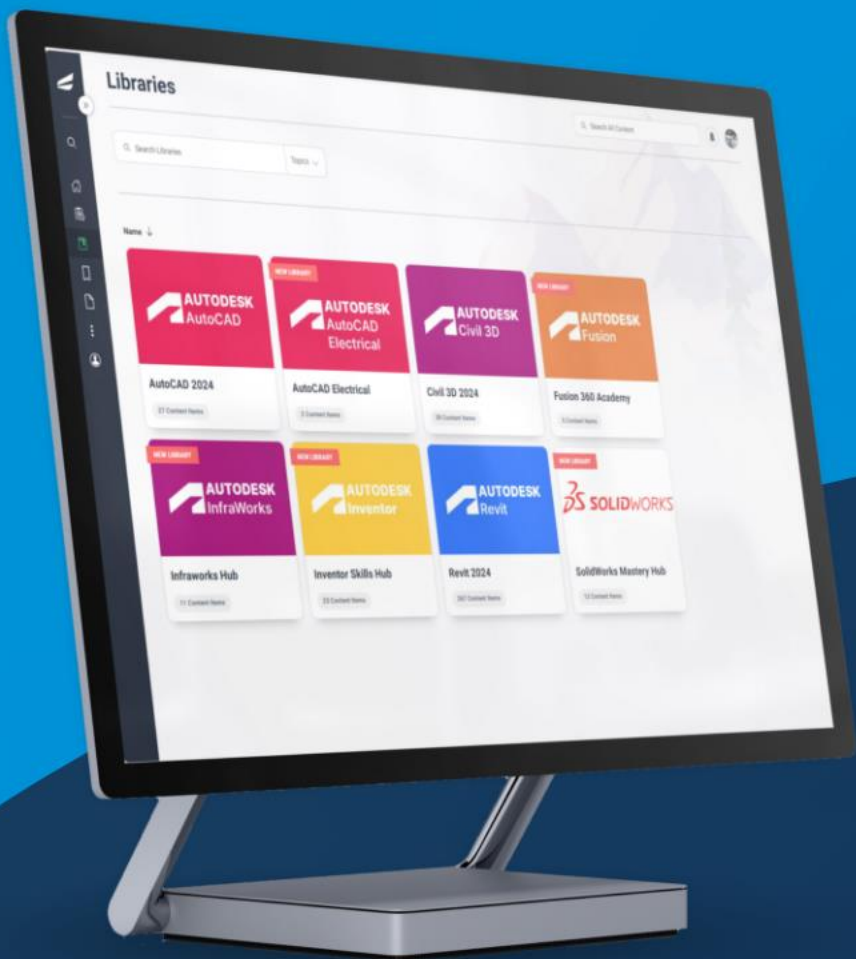
RESULTS

Two years into the project, the client has built a complete repository for their current training and best practices, including a framework for future content and departmental needs.

- › Key content organization:
 - › Library for Core Learning
 - › Library for Department-based Training
 - › Library for Design Technology
 - › Library for Company Onboarding
- › Over 400 out of 700 users log in monthly to access these resources, reducing the time they spend navigating multiple other platforms.

KEY SUCCESS FACTORS

- › Dedicated champion focused on technology implementation and adoption
- › Additional champion with technical expertise and deep knowledge of company best practices
- › Clear communication of roles and responsibilities of Champions
- › Company culture and leadership buy-in allowing for dedication of company resources towards revamping knowledge-sharing and upskilling processes



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