



Penspen develops a culture of learning with LMS365

LMS365 supports the training needs of Penspen

Challenge

- | With over 65 years in the Oil & Gas Industry, Penspen has worked on over
- | 10,000 projects in over 100 countries around the globe and tackled almost any
- | conceivable challenge in the industry. Penspen used this knowledge to create a
- | wealth of technical content accessible for paying masters students from a local
- | university. However, they soon became aware that the same knowledge content
- | could be offered to their own colleagues internally to stimulate growth, generate
- | ideas and support them into becoming more productive. With this line of thought,
- | Penspen's initial challenge was to find ways on how to share knowledge and
- | ensure knowledge transfer among the colleagues.
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- | The second challenge was to provide an area for training style content, where
- | existing training content could be reassessed and formalized but also provide
- | the appropriate recognition to the employees, who have spent time learning.
- | Therefore, Penspen needed a solution, onto which they could translate their
- | requirements to provide compliance and mandatory training, track attendance
- | and completion.

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LMS365 helps us solve the cultural and administrative challenges of bringing a learning mindset into the organization by giving us the means to provide a central learning experience to support our employees in developing their personal knowledge capital.

- Janine Weightman, Knowledge Manager

Solution

- | Penspen began their search for a learning management system (LMS), which
- | best suited their Office 365 environment. In January 2017, they found LMS365,
- | the only complete learning platform built into Office 365. *"We understood it,*
- | *could wrap our heads around it, and it became apparent how we could integrate*
- | *it into our global business straight away",* says Janine Weightman, Knowledge
- | Manager at Penspen. The clear instructions, ease of use, and the support they
- | received made LMS365 the perfect fit. To facilitate training, their learners were
- | offered ready-made courses on Office 365 training, while the administrators
- | could work on creating their own technical courses behind the scenes. By the
- | time the learners had completed their Office 365 training, the administrators had
- | 74 courses available. Penspen's implementation of LMS365 was driven by their

special approach to knowledge management. *"We have allowed our LMS to grow organically in terms of content and adoption, which has been integral to making this tool part of our learning culture,* says Janine. Learning becomes more than just ticking a box exercise, it promotes personal and professional growth, and the learners are supported and rewarded through the learning process.

Results

LMS365 has provided not only a technological solution and helped Penspen increase Office 365 adoption, but more effectively engaged their employees and developed a culture of learning. Penspen has been successful in changing the employees' behavior towards learning and knowledge sharing as well as empowering them to take the courses, be responsible for their own learning and make them understand that spending time on learning is appreciated.

In addition, finding LMS365 has raised their expectations for what an IT vendor should provide of support. During Penspen's evaluation process, the likelihood of selecting the most trending LMS in the market became irrelevant due to the digital maturity of the learners and organization. Janine explains, *"the system needs to complement the digital literacy of our employees and our capacity to deliver this kind of learning experience globally. The support provided by LMS365 was second to none. They have set a gold standard to which I now compare other companies to".* As a small team responsible for establishing a learning environment, being supported through the digital transformation of learning with expertise and a keen interest in building longevity in the relationships with customers, is comforting and reassuring.

Future

In the future, Penspen intends to roll out a formal campaign with more courses, as an introduction to the rest of the organization. They feel confident in the cultural change of empowering more employees in taking responsibility for their own learning after obtaining good results from their adoption of early learners. With a solid foundation of learners and the positive feedback on the LMS365 platform, bringing a learning mindset further into the organization has become the next level of achievement for Penspen.

About

Penspen provides engineering, project management, asset management, training and integrity services to the energy industry worldwide. Originally founded in the UK in 1954 as Spencer & Partners, the company has now grown to include over 800 members of staff, with 16 major offices in London, Mexico, Houston, Abu Dhabi and Bangkok. The company specializes in customized engineering services either individually or as a fully integrated program across the entire project lifecycle.

QUICK FACTS

Industry // Oil and Gas

HQ // Richmond Upon Thames,
Great Britain

Established // 1954

Web // www.penspen.com



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