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TENTE International uses
LMS365 to drive knowledge
and adoption of Microsoft 365

Challenge

LMS365 supports the training needs of TENTE International

TENTE International has been manufacturing castors and wheels for over 90 years. With locations spread across the world, the company decided to roll-out Microsoft 365 to transform global collaboration and communication. In order to maximise ROI from Microsoft 365 and secure high levels of adoption, the company sought a Learning Management System (LMS) that could equip staff with the right knowledge to use Microsoft 365 and its suite of tools. Over time, the LMS would also need to evolve into a central hub for all learning across the company.



We are making a big investment in Microsoft 365. Our people must know how to use Microsoft Teams, how to work on OneDrive, how to collaborate on documents. LMS365 is showing what is possible with these tools and driving adoption through a great learning experience. Ultimately that will deliver huge business benefits through better collaboration, better projects and greater efficiency.

Ralph Meyndt, Head of Corporate IT

Solution

When Ralph Meyndt, Head of Corporate IT, initiated a process to search for the right LMS, it became clear that a solution like LMS365 which is built for a future Microsoft 365 digital workplace had advantages over any standalone solution.

LL ***LMS365 integrated really well with our SharePoint environment meaning that employees would have just one tool to go to. LMS365 also met all our needs around improving knowledge with courses, quizzes and SCORM standards.***

The user experience was also strong, with employees also able to access a mobile app for learning on the go.

Once LMS365 was chosen, the set-up and installation were quick and straightforward. More complex requirements around TENTE's need to deliver learning in English, French and German were easily handled by LMS365's multi-language capabilities, with additional subtitles added to videos and the creation of language-specific quizzes and course catalogues.

As the initial focus of the new LMS is on using Microsoft 365, TENTE leveraged LMS365's partnership with Storyals, choosing to deploy Storyals' ready-to-go Microsoft 365 tutorials that inform and inspire employees to use the new tools at their fingertips.

Results

LMS365 has been launched to over 550 mainly office-based employees with email accounts, including managers, back office and sales staff. Currently, blue-collar workers do not have access to Microsoft 365 or LMS365, but this is likely to change in the future. Because the new Microsoft 365 training is mandatory, adoption is already very high. The team use Power BI with LMS365 to track progress across the company on an attractive dashboard. Meyndt comments

“ I really like the possibilities around tracking and measuring. It’s important to keep an eye on how countries and subsidiaries are doing. With those insights, we can then take appropriate actions by following up with different managers to ensure everyone takes the courses. ”

The Storyals content has also proved a hit with both the central team and employees. Meyndt explains “The courses are really well-done and easy to consume. They explain how to use Microsoft 365 in your everyday work. The approach is really sophisticated, and the content is well-produced.” Meyndt also found it useful that the team could add additional custom slides to the Storyals content to suit TENTE’s needs.



Launched to 550 employees



Increased use of Microsoft 365 and growing confidence among users



Reduction in IT help desk calls and support tickets

Results

Shortly the team will be introducing additional Microsoft Learning Pathways content that can also be delivered with LMS365 functionality; this offers employees more detail on how to use specific tools such as Word and Excel. The results of the training are already evident with an increased use of Office 365 and a growing confidence among users; the number of IT help desk calls and support tickets covering basic Microsoft 365 questions has dropped significantly. Meyndt reflects.

“LMS365 has had a huge impact. I see more and more people talking about making a Teams appointment. We are sharing more intelligent information on OneDrive. We are creating Groups. This would not be happening if we hadn’t taught them. We are not a start-up staffed by millennials; we are a traditional company with some very experienced employees who have been with us for many years. We are driving adoption of Microsoft 365 through the learning experience.”

Future

In the future the team plan to extend the use of LMS365 to all employees, including blue collar workers working in manufacturing and distribution facilities. Meyndt comments.

 ***We want to make LMS365 the corporate central learning platform not only for IT training but also for compliance, marketing and production knowledge.***

LMS365 will help TENTE to deliver learning to all staff and also make significant cost savings on travel by moving more training online.

About

TENTE International is a manufacturer of wheel, castors and related mobility solutions. Headquartered in Germany and with a heritage spanning over 90 years, the company employs approximately 1,500 employees across 30 subsidiaries located worldwide.

Quick facts TENTE INTERNATIONAL

Industry: Manufacturing
HQ: Wermelskirchen, Germany
Established: 1923
Web: www.tente.com

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The only learning
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