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# PageGroup

LMS365 transforms the global  
learning experience at  
**PageGroup**

# Challenge

## Changing the learner mindset through a global learning platform

PageGroup is a global leader in recruitment, employing 7,500 people and operating across 37 countries. The company wanted to implement a new, industry-leading global learning experience for all staff.

With the previous solution having technical and usability limitations the Global Digital Learning team was seeking a new modern, flexible learning platform that would deliver an excellent user experience, be easy to manage and integrate seamlessly with Microsoft 365.



***The functionality and flexibility of LMS365 has opened many doors for us. We've been able to completely transform the learning experience for our global workforce and make life much easier for the learning team.***

Carla Tavares, Global Digital Learning Senior Manager

# Solution

PageGroup's previous learning solution had technical limitations, a poor user experience and did not support the learning team's strategic objectives. Carla Tavares, Global Digital Learning Senior Manager, explains:

***LL We wanted to create one global learning experience for all staff. We needed a comprehensive and agile platform that provided greater autonomy and flexibility, plus the ability to evolve our future offerings to learners.***

To find a new learning platform, the team conducted a thorough product evaluation process. Carla Tavares comments:

***LL We shortlisted four vendors. We had a long list of success criteria and LMS365 ticked all of the "must have" boxes!***

One "must have" feature was the ability to integrate seamlessly with PageGroup's Microsoft 365 digital workplace. Isaura Sagner, Global Digital Learning Experience Senior Team Lead, explains: "Our employees use Outlook, Microsoft Teams and SharePoint and LMS365 integrates just perfectly with Microsoft 365."

Good customer service was also a differentiator. Carla Tavares comments:

***LL The LMS365 team were very responsive and listened to our needs. They are one of the best vendors we've worked with.***

Following a successful four-month pilot involving key stakeholders and learners, senior management greenlighted the project and the team prepared the platform for go-live. Isaura Sagner comments, "We only had three months to prepare all our content and train our talent teams, but everything went very smoothly!" In April 2021, LMS365 launched to all 7,500 PageGroup employees.


# Results

Despite the recent launch, LMS365 is already having a striking impact, transforming the learning experience for all staff around the world. Being at the heart of the Microsoft 365 digital ecosystem, learning content is now much easier to find and reach.


The team also worked to provide a more consistent user experience. Carla Tavares explains:

 ***We revamped the platform branding and renamed it Page Learning, bringing it into line with the look and feel of our other digital channels. We were able to configure LMS365 with the look and feel we wanted.***

To date there are already more than 1,800 pieces of learning content available, and that number continues to grow. Isaura Saguer adds:

 ***All our content is created in-house. Because LMS365 is so easy to use it was straightforward to add our priority content in time for go-live.***

In addition to mandatory compliance training and development courses for managers, LMS365 has already been used to launch a global onboarding experience for new hires. Isaura Saguer says:

 ***We are using LMS365 to provide the knowledge and skills new employees need to perform their job. It's helping managers to onboard new team members.***



**More than 1,800 pieces of learning content**



**New global onboarding and continuous learning experience**



**More structured and sophisticated learning catalogue**

# Results

To ensure access to learning materials for PageGroup's global workforce, LMS365 also includes course material in seven major languages.

The initial reaction to LMS365 has been very positive. Carla Tavares comments, *"We're very happy with the engagement and adoption levels we've achieved!"* There are even signs LMS365 is starting to drive a new learning culture at PageGroup. Isaura Saguer comments:

**LL** ***LMS365 provides a far more structured and sophisticated learning catalogue than we had previously. It allows us to create full courses for the first time, globalize our offering and embed learning into our performance review process. It's changing the mindset of learners.***

Carla Tavares adds:

**LL** ***We're putting learning back into the hands of employees and integrating it into their daily experiences. Employees can explore and take the courses they want to. We can already see LMS365 start to be regarded as a tool for career progression and personal growth.***

The administrators in the central learning team are also experiencing an increased efficiency and productivity since implementing the platform. Integration with Active Directory groups automates the importing of learner data. Learners and local administrators need less 'hand holding' to use the system. For example, integration with Power BI empowers local talent teams to extract their own learning reports. Isaura Saguer adds:

**LL** ***From an admin perspective the feedback has been really good! Everything 'just works' and regular updates bring improvements to navigation, administration and usability.***


# Future

The team is already working on broadening the learning experience. The LMS365 mobile app is being tested to allow access from mobile devices. Content and course material continues to be added.

Carla Tavares explains: *"We have big plans for LMS365 that will help us increase learner engagement and drive more efficiency for administrators and talent development teams."*

These plans involve leveraging more LMS365 features. Carla Tavares comments: *"Enabling gamification, certification and competencies are all on our future roadmap."* The team also want to leverage LMS365's integration with Microsoft 365 to expand learning. Isaura Saguer comments: *"We are exploring how we might use Power Apps with LMS365. We are also going to create SharePoint microsites as go-to places to find learning resources with links back into the platform."*

Considering the progress made so far, the team is excited about the future. Carla Tavares comments:

 ***We are very happy with what we have achieved and there are so many things we still want to do! LMS365 gives us all that we need - and what we can't do is in their product roadmap. It's proved very good value for money.***

# About

PageGroup is a global leader in recruitment solutions. Operating across four major brands and in 37 countries, PageGroup employs 7,500 people. The company is listed on the London Stock Exchange and headquartered in the UK. The Global Digital Learning team is responsible for the design, development and delivery of training for all employees around the world.

## Quick facts PAGEGROUP

**Industry:** Recruitment

**HQ:** Weybridge, UK

**Established:** 1976

**Web:** [www.page.com](http://www.page.com)



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platform built into  
Microsoft 365 & Teams.

