

LMS e-Learning Implementation Podcast Transcript #1 *Interview with Kevin Lange*

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Mary Kay Lofurno: Welcome to the first edition of the [SyberWorks LMS e-Learning Implementation Podcast Series](#). My name is Mary Kay Lofurno and I'm the marketing director here at [SyberWorks](#) and I'm your host today. In this edition we're going to [talk with Kevin Lange, director of training at Service Master Clean](#), about the organizational drivers that lead them to consider an e-learning program. Good afternoon Kevin. How are you today?

Kevin Lange: Hi Mary Kay. I'm great.

Mary Kay: Thanks for being here. I was wondering, can you tell me a little bit about your company and the factors that lead your organization to looking at an [e-learning solution](#)?

Kevin: Well Service Master Clean is a franchised organization and we have about 3000 franchisees in the United States and Canada and to serve those franchisers, support those franchises, we have about 300 staff members. We were looking for a tool to be able to train our staff first of all. Our staff are stationed all over the country and we needed a way to be able to train and [communicate](#) with them and document that [training](#) on an ongoing basis and it's one of those things in the past we haven't been very consistent with. And we knew as time goes on we're just going to have more things to train on and less time to do it. So we were looking for a way of doing that electronically, that we don't have to take them out of their offices to do that training.

Mary Kay: You know Kevin that makes a lot of sense. What were some of the key business and system requirements that you knew you needed from your perspective or your company's perspective in the [e-learning](#) program?

Well I think one of the things is that when we started down this road about three years ago it was something brand new. It was virgin territory and especially in our company it was and we were looking at adding a budget line to our budget and whenever you do that it's hard to add another line to a budget. It's easy to maybe increase a budget line, but to actually put money, a new line on the budget is a hard thing to do. And that's what we were doing. So economy had a big we were looking for something very affordable and that's what we found with [SyberWorks](#).

Mary Kay: Just one final thing. I know you started out with us and now your program is growing and you've rolled it out for more and more people in the organization to use it. Who's using it now? I know you started out with your franchisees, but how is the program growing?

Kevin: Well we actually started out with our staff. That's where we were training our staff, because we had a lot of programs in already for our franchisees but we were really doing very little for our own internal staff and that's where we started. And we're just in the process of rolling it out to our franchisees and last year we'd been doing some very limited stuff with our franchisees, some certification testing and things like that, just getting them used to it, also waiting for their technology to catch up to our technology, with computers and internet access, that type of thing.

Mary Kay: Can you tell me a little bit about your [customer experience](#) working with SyberWorks?

Kevin: In regards to our customer service with [SyberWorks](#)?

Mary Kay: Yeah. In regards to our interaction with you.

Kevin: You know, I got to say, you know. We're in a service business. We're franchises. We service the customer and that's what we're all about and so I guess I'm always looking for that when I'm working with a vendor is "What kind of service am I going to get?" because I have an expectation and [SyberWorks](#) has done that for me. I believe that there's probably a lot of other products out there that are probably, you know, similar to SyberWorks, but what keeps me from looking is that when I call here or I email I get a response and I get a friendly response and I get people that know how to solve the problem and they jump on it and there's no screwing around. They just take care of me and I guess that's why I'm a believer.

Mary Kay: Well thanks. I appreciate that and it's really great to have you today. I just want to thank you very much for the time you've spent with us.

Kevin: Happy to do it.

Mary Kay: Thank you.

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