



How Encore drives employee development



Business Challenge

Since 1937, Encore is the trusted on-site provider of choice at over 1,500 global venues. Every day their talented professionals support more than 1,000 meeting planners and event organizers. Encore sought to transition from being strictly an ILT organization to having a balance of ILT and eLearning.

To provide scalable and cost-effective training for its 10,000+ employees, Encore believed it was time to move to an enterprise-wide Learning Management System (LMS). Additionally, Encore wanted to establish standardized career paths to enable team members to increase their competency and confidence.

How Skillsoft and SumTotal helped

SumTotal and Skillsoft are helping Encore drive career development with a structured and directed approach. Encore implemented SumTotal Learning Management and populated it with Skillsoft Business Skills, Productivity and Collaboration Tools, and IT Skills content, as well as Safety and Legal Compliance training.

Encore and SumTotal defined skill gaps, determined the training needed, identified 38 common competencies and mapped the relevant training. SumTotal's solutions will help Encore comply with compliance training including GDPR.

About Encore

Encore creates memorable experiences that engage and transform organizations. As the global leader for event technology and production services, Encore's team of creators, innovators, and experts deliver real results through strategy and creative, advanced technology, digital, environmental, staging, and digital solutions for hybrid, virtual, and in-person events. Encore operates in more than 20 countries across North America, Europe and the Middle East, Australia, and Asia Pacific.

Key Metrics

3x
Tripled learning hours

26
Increased average learning hours per person from 8 to 26

190k
Delivered 190,000 learning hours in 2017

60/40
Created a 60/40 blend of ILT to eLearning

“Using SumTotal and Skillsoft to systematize career development is a competitive advantage. Having team members use the solution to drive career planning discussions with their managers will be a complete game-changer in the industry.”

- **Derek Blake**, Divisional Vice President of Global Learning and Development

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