Dialog
INFORMATION TECHNOLOGY

"I expected Skillsoft's offerings to be very expensive, however it turned out the price of one person to access all the IT and Business courses online was cheaper than having the consultant attending just one face-to-face training session."

John D'Hooghe, Group Manager Corporate Services
Dialog Information Technology

BUSINESS CHALLENGE

Dialog Information Technology (Dialog) is a leading information technology services company that provides project management services, software development services and business analysis for across all industries in both the public and private sector.

Although a significant portion of learning occurs through experience, exposure and problem solving in the workplace, the evolving nature of IT makes it vital for Dialog consultants to have access to high-quality training opportunities. As a consultancy firm, Dialog requires its technology specialists to have strong business-facing skills in addition to technical skills. However the need to continually enhance and update the skills and knowledge of its consultants was paramount.

HOW SKILLSOFT® HELPED

After extensive research, Dialog Academy, Dialog Information Technology's learning management platform, which hosts training and development programs for all Dialog employees, was launched. The portal is based on Skillsoft's learning management system, Skillport®, and provides access to a range of business and IT skills courses from Skillsoft, as well as unique custom content created by Dialog.

KEY METRICS

75% — 75% of consultants and 80% of managers' report being 'satisfied' or 'highly satisfied' with the Dialog Academy

90% — 90% of consultants have passed required certification exams on completion of courses

100% — 100% of training participants passed required certification exams on completion of courses

ABOUT DIALOG INFORMATION TECHNOLOGY

Dialog Information Technology is one of Australia's leading technology services organizations trading nationally from offices in Brisbane, Sydney, Melbourne, Canberra, Perth, Darwin, Adelaide, Hobart and Hong Kong. Established in 1979, Dialog employs over 1,200 information technology specialists. Dialog's services range from strategic IT consulting through full lifecycle application development and managed application services to long-term operational support. Dialog's subsidiary companies provide complementary products and specialist services.

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