



“ Skillsoft’s wide variety of content, including courses like Campus to Corporate: Developing a Professional Image and Thinking Strategically as a Manager, prepares our staff to excel and, regardless of their level in the organization, further themselves personally and professionally.”

**Blair Gershenson, Sr. Learning & Development Specialist**

## BUSINESS CHALLENGE

ServiceSource is a national nonprofit organization that operates and facilitates services which support people with disabilities, their families and the broader community. They also offer a range of contract services for government and commercial customers.

ServiceSource determined that to provide optimum levels of assistance to clients, current training and development methods were no longer efficient or cost-effective.

Additionally, ServiceSource decided that any new learning opportunities offered needed to be flexible and varied in the delivery methods.

## ABOUT SERVICESOURCE

ServiceSource is a leading nonprofit disability resource organization with programs located in 10 states and the District of Columbia. ServiceSource’s four regional offices share a mission to provide exceptional services to individuals with disabilities through a range of valued employment, training, habilitation, housing and other support services.

## HOW SKILLSOFT® HELPED

Utilizing Skillsoft content, ServiceSource introduced a blended learning program that encompasses such subjects as customer service, computer skills, soft skills and Lean processes. ServiceSource delivers this learning both online and in the classroom with an instructor.

Skillsoft’s content helped facilitate completion of mandatory annual trainings. All ServiceSource staff completed vital Customer Service training that supports customer satisfaction.

Regular meetings between the Skillsoft Account Manager and ServiceSource ensure content offered is the most current and up-to- date, and address tools for engaging and facilitating learners.

## KEY METRICS



Significant resource savings accrued due to reduction in instructor fees, staff time and travel for classroom training costs



Self-directed and ease of access to online resources has promoted usage

**300+**

Over 300 learners have access to professional development opportunities

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