



“ The big difference with Skillsoft is that they don’t just provide a product – they work with us as partners. And as the relationship grows, we find Skillsoft has become an integral part of our functional capability and development function. ”

Robert Humphrey, EMEA Functional Learning & Development Manager, CSC

BUSINESS CHALLENGE

CSC, the leading independent global provider of IT-enabled business solutions and services with annual revenues of over \$16 billion has 56,000 professionals serving clients in more than 90 countries. CSC’s standards of IT knowledge and service provision is designed to meet its clients’ most complex challenges.

Asked how well they were aligned with ITIL (IT Infrastructure Library) by existing customers and new business prospects alike, it became vital that they formally qualify and trained continuously consequently hundreds of people. This is where Skillsoft came in.

ABOUT CSC

With headquarters in Falls Church, Virginia, USA, and with major offices across the globe, 56,000 professionals serve clients in more than 60 countries. CSC leads clients on their digital transformation journey, providing innovative next-generation technology solutions and services that leverage deep industry expertise, global scale, technology independence and an extensive partner community. The CSC senior management team has an average of 25 years of domestic and international IT experience and a strong history of business, academic and technological accomplishments.

HOW SKILLSOFT® HELPED

Working with CSC, Skillsoft created a blended package designed to encourage uptake, study and exam success in ITIL. This consisted of nine eLearning modules together with Skillsoft’s blended learning consultancy, all packaged up as a managed program.

Skillsoft, in partnership with CSC, then conducted up-front virtual briefings on the whole program, together with an agenda and a schedule to encourage and support participation and completion. To further increase access and usage numbers, the latest version of Skillport® was also introduced throughout the entire group.

KEY METRICS

93%

Average 93% pass rate for learners across EMEA where the program was originally developed. The pass rate has continually improved as the program is refined with a recent course achieving 100%.

96%

The program has been subsequently adopted in North America where the improvements have ensured learners average 96%.

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