



“ Investment in Skillsoft’s costeffective, flexible learning solutions has enabled us to broaden our training programs to incorporate offerings that address emerging skill requirements for our IT staff at eSolutions. ”

**Kerryn Newbegin, Manager, Administration & Business Support,
eSolutions Monash University**

BUSINESS CHALLENGE

Monash University is a dynamic university committed to quality education, outstanding research and international engagement. Monash has 46,000 equivalent full-time students spread across its Australian and offshore campuses, and approximately 7,500 full time equivalent staff.

In 2012, leadership, customer service, and business-facing skills were highlighted as priority areas for development for IT staff within Monash. The shape of the organization changed from primarily technical support and development staff, to a broader mix of capabilities, including business analysis, communications, change, and project management specialists.

HOW SKILLSOFT® HELPED

eSolutions, the IT solutions and services provider to Monash, decided to invest in a blended range of solutions within its I Contribute program. Skillsoft was engaged to address leadership, customer service and business-facing skills as priorities, and assist with communication across eSolutions and to external customers

Skillsoft, offered a much broader and more flexible, cost-effective alternative to resource-intensive face-to-face learning, therefore allowing eSolutions to continue to provide IT training within Skillsoft’s online ITPro™ collection and also to invest in three additional external providers to improve customer service, leadership, and business-facing skills.

KEY METRICS

eSolutions saw a drop in staff reduction-this correlated with **increasing staff engagement** over the same period

56% 56% of staff and 65% of managers believed employee performance had increased.

10% 10% increase in satisfaction and 5% on the Improved Services Client Satisfaction survey

ABOUT MONASH UNIVERSITY

Monash University, a public research university established in Melbourne, Australia in 1958 is ranked in the top one per cent of world universities according to the Times Higher Education World University Rankings. Monash is a member of Australia’s Group of Eight and the ASAIHL, and is the only Australian member of the influential M8 Alliance of Academic Health Centers, Universities and National Academies. Monash enrolls approximately 47,000 undergraduate and 20,000 graduate students, making it the university with the largest student body in Australia. It also has more applicants than any university in the state of Victoria.

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