

HD Supply Saves Thousands in Training & Travel Expenses with VoIPTrainer



HD Supply is one of the largest diversified wholesale distributors in North America, serving the Infrastructure & Energy, Maintenance, Repair & Improvement and Specialty Construction markets.

Challenge

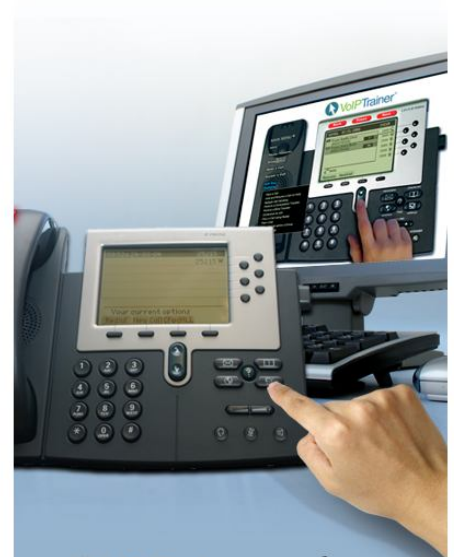
HD Supply was rolling out 5,000 Cisco Internet Protocol (IP) phones to employees who were scattered in 250 offices across the U.S. The challenge was to deliver effective, consistent end-user training that would encourage employees to use all the features of the new technology without the high costs of hiring a dedicated resource and conducting in-class training.

Solution

HD Supply partnered with VoIPTrainer to provide anytime access to online training and support. Available to all users via the company Intranet, VoIPTrainer enables users to watch the training video from start to finish, or to click on a specific function that they want to more learn about, such as parking calls or conference calls. The training is available from any computer, anytime, so employees get the answers they need, when they need them. The training is customized, so users see replicas of their exact phone on the video training. Users are able to quickly get information on any of the features that the HD Supply's IP offers.

Results

Using VoIPTrainer as their main IP telephony training method, HD Supply didn't need to hire a trainer, and eliminated the costs associated with in-classroom training for 250 disparate office locations, saving thousands of dollars in the first year alone. As HD Supply's staff grows, new employees can quickly and easily be trained with minimal downtime. In addition, the number of calls to the IP help desk was reduced by 80% because VoIPTrainer resolves most of the users' inquiries. The VoIPTrainer has helped users acclimate to the new system, easing the overall transition and positively contributing to the IP deployment's return on investment.



“VoIPTrainer saved us from hiring a dedicated training resource. By not having to conduct in-class training for 5,000 employees in 250 different locations, the cost savings is potentially tens to hundreds of thousands of dollars every year.”

Phil Jaeger
Lead Systems Engineer
Infrastructure, Telecom
HD Supply