



“ CustomGuide is a smart, cost-effective approach to end-user training. It will capture the interest of novice users and super users [alike].

Ann Wagner
CARE

CARE, one of the world’s largest private international humanitarian organizations, was looking for a high-quality, cost-effective training solution that would accommodate the needs of 12,000 staff members worldwide.

ORGANIZATION

CARE, a global humanitarian agency fighting to end poverty

PROBLEM

Needed flexible, cost-effective training materials to accommodate staff members across the globe

SOLUTION

CustomGuide Customizable Courseware and Online Learning

REFERENCE

Ann Wagner, Director, IT Customer Service

According to Ann Wagner, Director of IT Customer Service, the organization’s previous training just wasn’t cutting it. Users complained that the training took too much time, was not convenient, and that it was hard to find the answer to a specific problem or topic.

CustomGuide’s courseware and online learning was the solution.

“With CustomGuide, users can take a five-minute module if they want, and [the training] is available on their laptop at any location,” said Wagner. “CustomGuide is a smart, cost-effective approach to end-user training.”

CUSTOMGUIDE TRAINING EASY TO CONFIGURE AND IMPLEMENT

CustomGuide courses are internally referred to as “fast break training” and are linked to CARE’s internal support and training site.

“[CustomGuide training] was very easy to configure and implement, and it worked,” Wagner said. “The training made a good impression upon users when we launched.”

Those who have taken advantage of the training have benefited. “Some people don’t realize they need training, and some people would still like the help desk to solve their problems,” Wagner said. “The best promotion we have had is word of mouth; people who use it really like it.”

MISSION ACCOMPLISHED

Wagner says that CustomGuide has exceeded CARE’s expectations. “One of our goals was to find a high-quality, lower-cost solution than our previous LMS,” she said. “We are now spending less on training [and have] more people participating than before.”