



Herman Miller IT Team Scores a Hit with Embedded Learning and Performance Support

THE CHALLENGE

As Herman Miller's success continued, their IT function faced two competing issues: how to improve support for "just-in-time" learning for their global employees while at the same time reducing the growing volume of basic "how-to" questions overloading their IT-support center.

The company's legacy Web-based e-learning solution was showing a steady downward trend in utilization of the system. Jeremy Smith, learning and development manager for Herman Miller, investigated further and discovered: "Over a 12-month period, the system was utilized only 80 times in a company with several thousand employees. Of those 80 times, only about 20 courses were completed; the other 60 were users who landed in the wrong place."

Employees avoided using the existing Web-based e-learning system and instead contacted their internal IT-support center for answers to their basic "how-to" desktop functionality questions. The IT team handled a large and diversified call volume, and this growing base-level support (which did not typically fall into an IT-support role) made IT staffing challenges even greater.

With an underutilized system costing several hundred dollars per transaction that also caused an IT-support center to be overextended, the current e-learning solution was not producing the desired result of a more knowledgeable workforce.

With their e-learning contract coming up for renewal, the time was right to search for a better solution. Herman Miller found their answer with Ontuitive.





THE SOLUTION

Ontuitive's embedded learning and performance support was the ideal solution for Herman Miller's employee learning and support needs.

According to Smith, what he appreciated the most was Ontuitive's initial approach: "In the beginning stages, Ontuitive offered a more consultative role to help inform our employees of how performance support differs from traditional Web-based learning." This was imperative for the new solution's success, as their previous system was considered neither "just-in-time" nor effective. Ontuitive supported Smith and his team with a complete end-to-end solution — from initially approaching the company about implementing a performance support solution to employee communication strategies and measurement.

When senior management understood how Ontuitive's embedded learning and performance support would positively impact learning and IT-support-center call volume, "the implementation itself was pretty easy," says Smith.

THE RESULT

After implementing the Ontuitive solution, Herman Miller realized immediate savings. With their new cost-per-transaction metric reported at a mere 1 percent of the previous Web-based solution, Herman Miller saved 572 days and \$114,447 a year of employees' time and cost. The company's return on investment (ROI) from the Ontuitive solution was 186 percent.

"The implementation was done in a low-risk situation," Smith states, "because we needed to replace our current learning tools and this wasn't a migration. Now, when we roll out application upgrades, we can have our IT-support center redirecting questions to Ontuitive, and as a company, we can focus on the upgrade, not on the 'how-to'."

Smith looks forward to future projects that can also benefit from performance support. "As our user base grows with Ontuitive, we are feeling more comfortable in testing bigger and higher-risk upgrades," he says.

ABOUT ONTUITIVE

Ontuitive provides embedded learning and performance support solutions that drive significant increases in employee productivity by helping employees during their most profound moments of need, alone at their desk, struggling with what to do, where to click or where to search to get the job done. Learn more at www.ontuitive.com.

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