

Evolve ServiceSphere Self Study

Founded in 1995, Evolve is pioneering innovative ways to streamline and automate the essential processes that propel today's service organizations. The company's powerful software - Evolve ServiceSphere - helps clients manage people and projects more efficiently, recognize and seize opportunities more quickly, and tap strategic business intelligence to increase profitability.



The Challenge

While planning the release of a new version of its flagship software, ServiceSphere, Evolve wanted to dramatically transform its training support to better serve clients. Customer surveys had revealed that many clients were unable to attend the company's existing ILT (instructor-led training) courses and needed additional training support.

The Solution

Design Media created a comprehensive, interactive web-based training program, ServiceSphere Self Study that:

- Supplements the classroom experience and supports learners once they have returned from training
- Delivers just-in-time Training allowing users to immediately access information while using the application
- Provides access to those individuals who are not able to attend the classroom training

The self-paced course features a one hour tutorial with interactive elements to build retention, a splash page that can be customized for specific clients, a download option if users prefer to work offline, and narrated animation segments that illustrate key learning points.

The Results

Web-based training has dramatically enhanced Evolve's customer support providing a competitive advantage that reinforces their image as an industry leader. Plans are already underway to integrate more training features into future versions of ServiceSphere Self Study.