



# Customer Success Story

AUCKLAND LIVE



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**Industry:** Hospitality & Technology

**Sector:** Employee Training



## The Results

### Improved Training Efficiencies

Litmos decreased the amount of time to deliver Auckland Live's new training program by five weeks.

### Cost Savings

Auckland Live realized a cost savings of at least \$18,500 in the first year as a result of a 50% reduction in trainers.

### Faster Onboarding

Auckland Live increased its speed of onboarding new event service attendants.

“We wouldn't have been able to implement my design changes without Litmos. Overall, being able to deliver e-learning to our staff means that we saved time getting our new starters up to speed by 5 weeks; we saved on the number of trainers we needed, reducing the number by 50% and yearly we save \$18,500.”

**Suzy Randall**  
Program Manager

## Litmos Simplifies & Enriches Auckland Live's Training

Auckland Live is a key cultivator of culture in Auckland. They enrich the region's vibrancy by championing Auckland internationally to secure big name shows and concerts, collaborating with national and international arts companies and festivals to bring the best variety of performances to their city and stages, and by introducing children to the excitement of the stage – cultivating New Zealand's future performers and artists.

As the home of live entertainment for Auckland and Aucklanders, they represent and celebrate the coming together of different people, culture and emotions. Auckland Live's range of iconic venues are the perfect stage to present a programme of live arts and entertainment for the enjoyment and inspiration of Aucklanders. There's always something going on at Auckland Live – it's always showtime!

## The Challenge

Auckland Live needed a way to deliver e-learning and track the administration within their organization. For the first time, their staff was able to be trained partially at home. This training would be completed before the employee went into the venue for face-to-face workshops.

Another challenge that Auckland Live needed to surmount was finding a LMS solution that could be implemented in an extremely short period of time while also fitting their specific business model and structure.

One last challenge that Auckland Live faced was that some of the LMS users would only be in the system temporarily to complete some training before heading in for an interview. The login needed to be simple, lacking all unnecessary detail.

## The Solution

The team wanted to be able to easily upload courses themselves and have access to a customer success team, contacting them directly and receiving a response within a few hours.

Before deciding on Litmos, Auckland Live rejected two other LMS platforms. One was eliminated due to escalated pricing and non-essential functionality, and the other for an uneducated salesperson. Auckland Live heard about Litmos through researching LMS's online, and it very quickly became the most attractive because of Litmos's scalability and pricing.