



Customer Success Story

ENGHOUSE INTERACTIVE



Industry: Education & Hospitality
Sector: Customer Training



The Results

Global Reach

Since implementing Litmos, Enghouse Interactive has added thousands of new users onto the platform each year, including 3,200 in 2014 alone.

Time Savings

Enghouse Interactive has saved two days of training time on every deployment through better use of technical installer resources. In 2014, they performed 650 installations in the U.S. alone, resulting in a savings of 1,300 days of training time.

“We chose Litmos for its ease of use and fast setup time.”

Jason Galeener
Global Education Manager

Litmos Saves Hundreds of Days Per Year in Customer Training Resources

Enghouse Interactive sells contact center software for customer call centers throughout the world, using a network of partners to sell and provide support for end users. Enghouse Interactive has over 10,000 customers around the world using its contact center products and more than 1 million agents handling more than 1 billion customer interactions each day.

The Challenge

Due to the complex nature of their software, the company has a unique challenge of how to train end users on the software at customer locations. Enghouse Interactive also has a series of partner enablement face-to-face courses, but in order for these courses to be effective, they need to be supplemented with online courses.

In addition to the complexity of their product, Enghouse Interactive installers spend nearly five days at customer locations installing and integrating the software. Originally, two of the five days were used for training, but the company found this time is better used to fine tune the software and handle any technical issues as they arise. Enghouse Interactive needed a more efficient way to train and onboard end users.

The Solution

In 2010, Enghouse Interactive looked at the learning management system market and determined that Litmos was best suited to meet the company's needs.

Jason Galeener, chose Litmos because of its ease-of-use and its fast setup time. Enghouse Interactive was able to load and edit training material for customer end users located throughout the world without a cumbersome, days-long process.

Due to the global presence of the company, Jason also liked that Litmos is available in 22 different languages including Portuguese, Spanish, German, Russian, and Japanese.