



# Customer Success Story

USIC



**Industry:** Construction / Utilities

**Sector:** Employee Training



## The Results

### Training Time Reduced

The time required to safely train USIC's technicians has been shortened from 15 days to just five.

### 100% Increase in Productivity

USIC has doubled technician productivity since deploying Litmos.

### Travel Savings

USIC saved \$1.5 million in training travel costs in the first three weeks of deploying Litmos and continue to save significantly.

“Our Learners like it and use it every day. It helps us make them safe and effective, and in the end, our customers are happy with what they are doing.”

**Dave Hembroff**

Manager of Learning Development

## USIC Improves Technician Safety through Online Training with Litmos

Performing over 60 million locates annually, USIC is the most trusted name in underground utility damage prevention. USIC also provides a full suite of utility services throughout the United States and Canada. Their mission is to deliver quality, efficient, safe, and innovative solutions to protect their partners' infrastructure and critical assets.

### The Challenge

USIC operates in approximately 44 states, transmitting around 1.5 terabytes of wireless data each day. USIC's training had always been sourced to a third party company but because they had grown so large, so rapidly, they began to worry about bandwidth.

They knew they needed to start doing their training in-house to no longer rely on the third party company. USIC's Training Department and IS team partnered together to find a LMS that they could rely on to train their growing numbers of technicians.

### The Solution

USIC's Chief Financial Officer had used Litmos at his previous company with a good track record and knew Litmos would be the best choice for USIC. Since implementing Litmos, they now have no worries when it comes to bandwidth because they know Litmos can handle training their technicians in the field without having to send them to a central training facility. The training USIC provides through Litmos is designed to protect their technicians and has the right mix of both knowledge and skills-based training. Their training now gets to the field quickly and can be adjusted to meet their ever-changing needs.

“Our Learners like it and use it every day,” says Dave Hembroff, Manager of Learning Development. “It helps us make them safe and effective, and in the end, our customers are happy with what they are doing.”