SAP Litmos

SAN FRANCISCO SPCA

Industry: Non-profit
Use Case: Employee Training & Volunteer Training

San Francisco SPCA improves their employee training, one paw at a time

As the fourth oldest humane society in the U.S. and founders of the No-Kill Movement, the SF SPCA has always been at the forefront of animal welfare. As a result of the SF SPCA's efforts, and those of their community partners, San Francisco has the lowest euthanasia rate of any major city in the United States. No adoptable dog or cat in San Francisco goes without a home, even if they have medical or other issues.

Before partnering with SAP Litmos, the SF SPCA's training was event-based, meaning it was organic and documents were designed as needed. Their training lacked a long-term plan and the strategy – or lack thereof – was unsustainable. In particular, the process for training employees focused more on shadowing than formal training. As the organization began experiencing unprecedented growth, it became clear that it would need to implement new training systems and formalize the learning process.

The SF SPCA chose SAP Litmos to centralize all of their internal training and implement consistent methodologies and processes. They were pleased with the cost and usability, and felt that SAP Litmos was the best solution to push valuable content and training out quickly. Because of the success of their employee training program, they decided to next roll it out to all of their volunteers. They now have a more sustainable way to create development paths. Furthermore, reporting functions now track compliance and provide information on data and trends.

"The animals always come first at the SF SPCA... We needed a **training solution that would help give our employees and volunteers** the education and knowledge needed to continue working toward our mission."

Marcus Pon
Manager of Learning & Development

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