

Industry: Information Technology  
Use Case: Employee Training, Customer Training, Service & Support Training

# Cubex transforms its **customer** and **employee training** with SAP Litmos

Cubex<sup>®</sup> is a global provider of healthcare solutions serving the human and animal healthcare industries to measurably reduce the total cost of ownership associated with pharmacy and supplies. They develop market-leading software and technologies, including Cubex<sup>®</sup> Automated Dispensing Systems, CubexRx<sup>™</sup> Narcotic Management Stations, QFill, QBud Wireless Access Devices, and the MyQLink Cloud-based Software and Business Intelligence Application. It is their desire to provide the highest quality supply management hardware and software technology along with the best possible service to their clients.

Cubex deploys state of the art hardware and software technology to medical, dental and veterinary offices throughout the United States, New Zealand, Australia, Canada, and the UK. Implementation Specialists perform initial utilization and functionality training with staff at the client's facility during deployment. Since inventory management of supplies and medication is just one of many tasks facility staff handle on a day-to-day basis, one-time, face-to-face training is not sufficient to ensure longterm knowledge and optimized product utilization. Staff turnover in many of their market segments was high, requiring frequent onsite training sessions for which Cubex was internalizing the cost. To address this high turnover and to lower internal costs, Cubex needed to develop a cost effective and readily accessible training program customers could complete on their own time.

Cubex chose SAP Litmos because of the ability to easily create Learning paths customized to each industry's needs and its robust Salesforce integration. The Salesforce integration was important because customer support staff must be able track training completion and assign trainings as needed within each customer's account.

Learn more at [www.litmos.com](http://www.litmos.com)

+1 (925) 251-2220 | [sales@litmos.com](mailto:sales@litmos.com)

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## Rapid implementation

Due to the rapid implementation and success of Cubex University via SAP Litmos, Cubex is now in the process of internalizing all client training.



## Greater revenue

Cubex Implementation Specialists can focus on more installations per week, increasing revenue and providing a shorter purchase to implementation timeline for their clients.



## Robust reporting

Cubex will now be able to streamline their training to deliver a clear, consistent, and concise message.