

Industry: Renewables & Environment
Use Case: Employee, Partner, Sales, Operations, Service & Support Training

Sunrun Automates Training For Their Entire Workforce Using SAP Litmos



Sunrun is leading the charge to create a planet powered by the sun. They are building a more sustainable world by making solar simple for their customers. Sunrun's home solar and battery system provides users the freedom to choose affordable reliable power. They make going solar simple, and take care of everything from scheduling to permitting, so customers can rest easy knowing they chose the right solar company. Sunrun eliminates over two million tons of CO² from entering the atmosphere by providing energy independence for their customers while helping to reduce air pollution.

Before utilizing SAP Litmos, Sunrun was using a learning platform that they described as cumbersome and technologically immature. Onboarding for sales and operations teams was always a priority but they consistently had issues with the system crashing and integrations were limited. Product training and the customer journey is a big focus at Sunrun, and with the challenges of their prior LMS, they had plans to hire a team of seven to manage the platform. They were spending up to six hours a week on workarounds to get their LMS to work properly. Because training is a priority, Sunrun needed a learning management system that would scale with their business and be easy to use for all types of skill sets. After evaluating three other learning platforms, they landed with SAP Litmos.



Saved the cost
of hiring six other full-time employees by requiring only one LMS admin.



75% increase
in efficiency in publishing courses.



90% + completion rates
for construction crews.

Now, 5,000+ partner reps, 600+ direct sales reps, and their operations teams fully utilize SAP Litmos for onboarding and day-to-day training needs, all managed by just one person. To create positive sales experiences, all sales reps must complete their initial onboarding training in order to vet certified and receive access to Salesforce and selling tools. Automation was important to Sunrun to make it as simple as possible for their teams to learn and be successful. They use many of SAP Litmos' out-of-the-box integrations, including Salesforce, Workday, and Okta, which helps hold their learners accountable. As each area has different selling needs, Sunrun provides location-specific training to its salespeople. SAP Litmos Assign automates course assignments, learning paths, and teams, and removes the manual effort of assigning learners based on tailored logic, which also helps them save hours of administrative work. Their operations teams use SAP Litmos' checklists feature for OSHA training, ensuring users fulfill mandatory requirements.

Thanks to the LMS, Sunrun has measurably increased ramping up onboarding training. They no longer need to have hours of meetings and efficiency has increased. Through an integration with Zendesk, they provide instant customer training via help desk tickets. They also do a "Solar Power Half Hour" webinar every Monday followed by an online quiz, to support ongoing training. Future plans include leadership training and Sunrun anticipates using SAP Litmos to help them continue to reach their goals and company mission of creating a more sustainable world.

"We now have a **culture of learning** at Sunrun."

Adrian Rios
Learning Experience Manager

Learn more at www.litmos.com

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