

Industry: Services  
Use Case: Service training, Employee training, Compliance training

# Grace Group is powered by SAP Litmos to **enhance training support** for speciality services workers across Australia and New Zealand

Established over a century ago, Grace Group is one of the leading service companies in Australasia. A market leader offering a broad range of speciality services, Grace is recognised as an expert in their field. Their specialty training team are customer-focused, striving to turn any challenge into an opportunity to add value, while delivering high quality customer experiences every time. Consistency across Australia and New Zealand in Grace's brand, value and services is therefore crucial to their organisation.

In addition to finding a solution that would act as the conduit for their own product-specific internal training programs, Grace found that they were facing increasing requests for generic skills training, such as time management and MS Office. Grace: Learn was born. Grace was pleased to brand their instance of the SAP Litmos LMS to fit seamlessly among other systems in their organisation, such as Kronos HR. This gave Grace: Learn the appearance of an in-house developed solution. They can now also track their training investments, while significantly reducing the administrative burden of maintaining records.

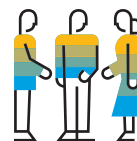
Over the years, Grace had created a lot of training materials, but there was no single source of truth. Now SAP Litmos provides the organisation with a centralised repository for all courses. With the addition of the SAP Litmos course libraries, the Grace: Learn experience is enriched with so much more training available for user self-enrolment. New material created can now be



Single sign-on boosts course enrollments and completion rates



Automated reporting and enrollment rules are intuitive, simple and make continued growth through training possible



Zero staff turnover in a six-month period



Over 4,000 completed courses

shared easily, leading to a culture change within Grace's organisation. In fact, the culture at Grace is now so positive, their major centres have seen zero staff turnover in a six-month period.

Grace boasts locations in all states and territories of Australia and three locations in New Zealand and is legally responsible for comprehensive compliance training across a very large area. With such a large chain of responsibility, SAP Litmos LMS has given Grace visibility to manage each chain, and to give contractor owners and franchisees cost-effective training solutions for their workers.

Previously, Grace had been using an Induction Book to onboard new workers, which was implemented less frequently over time. As a result, the organisation felt that their onboarding message in terms of brand, culture, environment and safety was becoming localised and inconsistent. Now, each new employee gets the same onboarding experience regardless of their position. With the introduction of SAP Litmos, Grace is now confident from a compliance and culture perspective that their organisational values are being met. The integration between SAP Litmos and Kronos means that all new Grace workers have a Grace: Learn profile created within 24 hours of their employment.

“Since introducing SAP Litmos, we've completed more than 4,000 courses. In turn, this has led to **increased employee engagement and a reduction in our staff turnover**. In our major centres, we have seen zero staff turnover in a six-month period.”

**Nicki French**  
General Manager, Operations

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