

illumeo

Customer Case Study



Illumeo Product: Knowledge Management

Customer Challenge

Carnival is a big, global company with global operations. One of the greatest challenges is keeping all employees in an organization on the same page at the same time. Richard's organization comes together twice annually for new-hire orientation, and once annually for global training and teambuilding, but in between there is a need to bring new training to existing employees and keep everyone up to speed on the broad range of knowledge expected and needed of every person.

Solution

Carnival adopted Illumeo's Expertise Management solution and has utilized the Knowledge Management tools to easily capture and globally distribute internal knowledge. With Illumeo, Carnival subject-matter-experts can quickly and simply capture any presentation or other instructional materials, be they live or recorded, and distribute them via Illumeo's globally-accessible, cloud-based platform. Once there, employees can find the customer trainings at any time, in addition to accessing any of hundreds of Illumeo's functionally-specific courses they may need. Managers can assign any course at any time, and all parties, including HR, can see who has done what training, when. It's an elegant solution to a highly complex and pervasive problem.



“With Illumeo we can make sure that we have the key trainings on soft issues, processes, and the nuts and bolts of everything our organization has to deliver.”

Richard Brilliant, SVP & Chief Audit Officer, Carnival Corporation



CARNIVAL
CORPORATION & PLC

CCL (NYSE)

Rev: \$15.7B FY '15

Employees: 120,000

Carnival Corporation & plc, the world's largest leisure travel company, provides travelers around the globe with extraordinary vacations at an exceptional value.

Illumeo is the leading online provider of Expertise Management solutions, Illumeo helps corporate professionals and organizations work together to build the skills and capabilities to help everyone be an expert at their job.