

illumeo

Customer Case Study



intuit

INTU (NASDAQ)
Rev: **\$4.7B** FY '16
Employees: **7,900**

Intuit Inc. creates business and financial management solutions that simplify the business of life for small businesses, consumers and accounting professionals.

Illumeo is a 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.

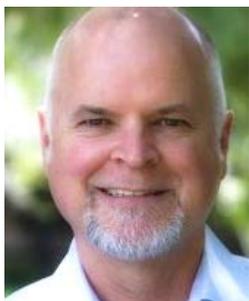
Illumeo Product: Knowledge Management

Customer Challenge

Intuit is a leader in its space and a global company with thousands of employees and a strong learning culture. Like most companies of their scale, there's a lot of training needed. Training for new employees, intra-functional training and cross-functional training of internal "clients." That training was done as it's always been done: live and in person. That requires a lot of subject-matter-expert (SME) time and travel cost. It also stifles training since it's not available when and where needed for all, but rather only during occasional, scheduled live training sessions.

Solution

Illumeo's Knowledge Management solution provides clients with free tools and streamlined process, enabling their SMEs to record key process and educational videos. Their "home grown" courses are deployed and tracked using Illumeo's cloud-based Expertise Management platform. Now the SMEs spend far less time on training and far more doing what they are expert in. Training is dispersed far and wide so that all employees, anywhere and any time they need, can learn, on their own terms and without the high cost of travel. Illumeo has had a significant and positive impact on Intuit's learning culture.



“Before Illumeo our internal training was a series of one-offs, taught person to person or person to small group. If we lost an SME, that training would be adversely affected..”

Scott Beth, VP of Finance Operations and Workplace