

# Customer success story



Brammer  
Group

Brammer trains thousands of staff  
across multiple **languages** and  
international locations



# Customer success story



## Kallidus Learning Management System delivers training in nine languages throughout Europe for Brammer

Brammer is Europe's leading industrial services group, with over 265 locations in 11 countries. The Group supplies and distributes a comprehensive range of products and services to the maintenance and repair operations market; keeping the wheels of industry moving.

As a manufacturing company, Brammer produces many thousands of products across a number of different product groups. In order to familiarise their 2,000 staff with their product ranges, the organisation embraced e-learning a number of years ago and commissioned the development of their e-learning 'Foundation Programme'.

Explains Andrew Morgan, Development Manager for Brammer, 'In conjunction with the Foundation Programme which is a bespoke piece of e-learning, we had a very simple platform to track and record people's scores. We decided to survey our staff to gauge their feedback on using the e-learning and for the large majority, the comments were extremely positive. It was at this stage, once we decided to develop a second e-learning programme, that we came across the idea of a Learning Management System.'

### The requirements

The team at Brammer had already realised there was



a requirement not only to track and record staff's learning progress, but also to launch and access the e-learning from one central system. Staff in different locations often had multiple log-ins and passwords for different areas of the intranet or websites to access their learning, which was confusing. In addition, the business groups in different locations all tracked and stored training details locally, which meant that monitoring and reporting on training at a central level could be very time consuming and fragmented.

### Major European roll out

More importantly says Morgan, 'What was critical to us was that we required a Learning Management System which could provide us with a wide range of language variants to enable us to roll out a major European-wide e-learning and development programme. We considered a range of LMS's. However, most of them were quickly ruled out as they were unable to offer the variety of languages we required either now or in the future. Others offered the functionality we needed, but were out of our price range. Only Kallidus LMS could provide the full breadth of functionality, plus the language options in the kind of time frame we required.'



Only Kallidus Learning Management System could provide the full breadth of functionality, plus the language options in the time frame we required

- *Andrew Morgan, Development Manager, Brammer.*



### Implementation

Kallidus LMS was installed on Brammer's central servers in Manchester for access by its 2,000 staff throughout Europe. To ensure current employees were set up as LMS users, an automatic data feed was set up between their existing HR database and Kallidus LMS. Morgan comments, 'In terms of the implementation, it's been very successful and was very simple.'

In addition to delivering e-learning via the LMS, Brammer continued their theme of centralisation and consolidation, and opted to use the system to administer their classroom training too. The biggest challenge was affecting the cultural shift within the organisation of delivering and accessing learning information in a different way. They also needed to encourage each country to switch from their existing training systems to the new LMS. Staff wanted to see that Kallidus not only replicated what they already had in place, but fundamentally improved it.

The team decided to target the UK business first. Over the first year, UK staff began using the LMS to book all of their training courses and used it to send all their training related communications and attachments such as joining instructions, hotel details and course agendas. Once the UK were 100% on board and could see it working, the next few months saw the rest of the business follow suit.

### Results

Brammer now has Kallidus operating as its only training system within the business, enabling 2,000 employees in 11 different countries to

access learning from one central location. This has enabled Brammer to standardise the experience of its learners across their multiple locations. And crucially, the reporting function is now also centralised, eliminating the fragmented and localised results they previously had to contend with.

The Group has now also developed a new piece of bespoke e-learning, tailored specifically for their business. The 'Business of Brammer' is a commercial complement to their original 'Foundation Programme'. The new course has been successfully rolled out across the organisation in nine different languages, all supported via Kallidus LMS.

### The future

Going forwards, Morgan comments, 'We plan to consolidate the use of Kallidus across Brammer and ensure everyone is using the software to the full extent of its capabilities. There are a lot of Learning Management Systems out there that can meet the needs of your organisation, but you might only end up using 10% of their functionality which is a waste of money.'

He continues, 'We were clear about our requirements from the start which has been crucial to our success. We also have a two way channel of communication with e2train, so we can continue to work together and make ongoing improvements to what we do.'



**BRAMMER**

## About e2train


e2train is an award-winning supplier of learning and performance technologies. The company's vision is to empower individuals and organisations to learn effectively and improve performance by being a trusted provider of innovative, technology-based solutions and services. Its Kallidus software is used throughout the world to create, deliver and manage organisational learning and performance management operations.



**e2train**  
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For a demonstration or just more information about Kallidus, call **01285 883900**, email: [sales@e2train.com](mailto:sales@e2train.com) or go to [www.e2train.com](http://www.e2train.com)

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