

# Learning Management Systems: More Than a Training Tool

Improve  
Onboarding,  
Retention,  
Safety *and*  
Your Bottom Line



An eBook from  
EBE Technologies

# Introduction

Transportation companies are always looking for ways to reduce turnover, mitigate risk and ultimately improve their bottom line. At the core of all these goals is a focus on driver satisfaction, which starts the day that the driver is offered the job. One of the biggest challenges carriers have to overcome is the stigma associated with the traditional orientation and onboarding process. Typically, drivers can look forward to long bus rides, sharing rooms with strangers, eating fast food lunches and dinners and watching boring, outdated videos. Then, carriers ask themselves why they lose so many drivers at orientation or why they never show up at all. The Society of Human Resource Management reported that new employees decide within the first 30 days whether they feel welcome in the organization and one in 25 people leave a new job just because of a poor (or nonexistent) onboarding program.<sup>1</sup> And it all begs the question: Is your organization doing onboarding right?

Carriers are beginning to take a fresh look at their orientation process. They realize that they can not only afford to lose drivers, but they must create an

initial positive experience for the driver in order to retain them. Executed properly, leveraging a Learning Management System (LMS) along with a paperless environment for driver orientation and onboarding is the first step to creating that positive initial impression.

While the onboarding process may be the initial experience with a company's LMS, a forward-thinking company will leverage the LMS across the enterprise in other organizational areas to improve safety, operations, and ultimately to reflect positively on its bottom line.

In this ebook we will explore:

1. Benefits of a Well-Executed LMS
2. Various Orientation Approaches With an LMS
3. LMS Training's Impact on Learning
4. In-House Developed or Third-Party Content?
5. Paperless Onboarding Benefits
6. Integrated Enterprise Training Opportunities
7. Factors to Consider When Evaluating and Implementing an LMS

*“One in 25 people*

*leave a new job because of a poor (or nonexistent) onboarding program.”*

<sup>1</sup><https://www.shrm.org/resourcesandtools/hr-topics/talent-acquisition/pages/onboarding-key-retaining-engaging-talent.aspx>

# Benefits of a Well-Executed LMS

Put the right tools in place to position yourself for success. LMS's come in many variations, and it can be overwhelming to determine which is right for your organization. By examining the goals and objectives of your organization, you can select the appropriate solution — and position your company to reap some or all of the following benefits.

## **More Engaging eLearning Environment.**

Statistics show that students have a 60% faster learning curve and retain five times more material<sup>2</sup> when in an eLearning environment without increasing time spent. A flexible LMS and onboarding system will provide for various forms of tools including video, images, audio, interactive tests, hands-on activities, surveys and events. Keeping drivers engaged increases the retention rate and provides a better opportunity for increased driver satisfaction and improved safety statistics within the organization.

## **Better Training, Safer Drivers, Improved Driver Satisfaction.**

At the end of the day, it's all about the driver. Your training program sets the initial tone for the driver's experience with your organization. The quality of the training will increase the likelihood of putting a safer driver on the road — and the safer the driver, the happier he will be. Your driver retention should improve with a personalized training program in place supported by an LMS and paperless onboarding solution.

## **Reduce Costs and Shorter Time in the Classroom.**

Besides the most obvious results of eliminating paper and materials costs, carriers have identified many hard-dollar cost savings by implementing

**60%**  
faster learning curve

**5X**  
more material learned

both on-site and remote training models. For those carriers that elect to completely abandon on-site training, they will see dramatic cost savings in travel expenses. For those that continue with an instructor-led, on-site training program, they will see cost savings in the elimination of redundancy in content, increase in staff and management productivity, and less administrative paperwork.

Since the content is delivered in a more organized and consistent manner, carriers may find themselves able to deliver more content in the same allotted time or, shorten the orientation sessions altogether. This would allow the drivers to get in their trucks sooner and begin generating income for themselves and revenue for the company. And, higher driver satisfaction leads to less turnover — which leads to less training costs!

<sup>2</sup><https://learn.filtered.com/blog/10-statistics-that-demonstrate-the-importance-of-e-learning>

### **Remote Access for Better Availability.**

Individuals requiring access to the system will be able to utilize the system anytime, anywhere. Neither staff nor students will be limited or constrained by system connectivity issues, which can potentially impact the progress of the course.

### **Improved Compliance and Learning Opportunities.**

An LMS that allows users to create and manage their own content will allow the company to be more responsive to regulatory and company policy changes, and efficiently develop and deploy new training courses. As regulations and policies change, the content within the LMS can quickly be modified, then delivered to those requiring the training. Heightened awareness to company and regulatory issues will contribute to fewer compliance penalties and more informed employees. Additionally, being able to copy, edit or create new content at any time will ensure more efficient and timely content delivery as opposed to more traditional methods of printing and delivering paper-based content and forms.

### **Content is Stored in One Central Location.**

By having all of your content in one location, all of your staff can have access to the information, which makes it easier to create and manage the courses. The risk of losing content that had previously been stored in other physical locations or even on other drives or networks is minimized.

### **Centralized Data Means Overall Tracking of Progress and Performance.**

Maintaining all data in a centralized view allows instructors to quickly manage the progress of the students whether they are completing the courses in a classroom environment or remotely. Regardless of the student's location, instructors can detect if a student is struggling with specific content and can provide real-time coaching to help them through the course. In today's environment, with quality drivers being so scarce, it is more important than ever to help coach a driver toward success rather than leave them behind and be forced to let them go.

### **Full Audit Capabilities Mitigate Risk.**

All activity within the LMS will be stored in a secure location, whether it's information regarding who accessed which training content at what time, or even the results of specific tests taken by users. Full reporting, analytics and KPI dashboards are useful tools to track all activity within the system. In addition to having access to this information on a day-to-day basis for performance management, this data will be available should the need arise in a litigation situation. While your company may not be completely exonerated from the litigation, you will be better positioned to mitigate your risk by showing that appropriate training and coaching was provided to the driver.

*"It is more important than ever to coach a driver toward success rather than leave them behind."*

# Select An Orientation Approach That Matches Your Culture

Companies often equate video-based training with the loss of personal interaction with their drivers. This is not always the case, depending on how the LMS content and onboarding paperwork is delivered.

When determining the best method of training, be sure that it supports your culture. If you prefer more personal interaction, your program and delivery method should include more one-on-one coaching and personal connections with the organization — including but not limited to the trainer, staff and safety personnel. If your company is more of a “bottom-line” type organization, your motivations may be more focused on reducing travel, training and paper costs, and getting drivers on the road more quickly to begin generating revenue.

These approaches may also vary based on the type of driver you hire. With employee drivers, companies may focus on the connection to the company, whereas the approach with Owner-Operators may put more of an emphasis on revenue. Regardless of the approach you choose, your training program should be developed to support both your culture and your organizational goals. The next few sections will give an overview of the various methods of leveraging your LMS platform.

## Complete All Orientation Training and Paperwork Remotely

This is the first approach that typically comes to mind when companies hear e-Learning or video-based training. This approach leverages the technology to the fullest. New hires can complete all of their

*“Your training program should be developed to support both your culture and your organizational goals.”*

coursework and paperwork through a web-based portal, on either a desktop or mobile device. If this “self-paced” approach is used, it is important that companies utilize a platform that provides full visibility to the progress, success and completion of the training, AND provides the ability to make corrections to the paperwork identified by safety and HR personnel prior to completion. Although the driver is not in the same physical location as the trainer, a valued LMS will alert the instructor when coaching opportunities are needed and provide “virtual” interaction between the driver and trainer.

Once the training and paperwork is completed, the carrier can send the driver for their physicals and drug tests, prior to arriving at the terminal. This means that before going to the terminal to meet their manager, virtually all of the orientation requirements are met with the exception of the road test. Once the road test is completed, the new hire can then move through the remainder of the process and be ready for dispatch in a very short period of time.



Here are some of the benefits you can expect to see with this approach:

- Orientation travel and lodging expenses are minimized.
- Electronic paperwork reduces printing, copying and opportunity for loss associated with paper-based onboarding packets.
- An unlimited number of classes can be conducted anytime, anywhere through the driver's own mobile devices, laptops or desktops.
- Drivers have an opportunity to demonstrate that they are motivated self-starters — and are potentially identified as having less risk of turnover.
- Shortened on-site orientation time puts drivers in trucks quicker and generates more income and revenue.

## On-Site Training and Paperwork

While this approach is considered the “traditional” method of providing training to new hires, utilizing an LMS and a Web-based paper packet to complete forms can change the way drivers learn and complete orientation. There are various execution models that can be adopted with the driver physically in the building. Below are a few variations that can be deployed.

**Classroom-Style Training.** The training can be conducted in a classroom environment and led by an instructor. Content can be delivered in a “self-paced” manner, where the driver continues along the training program as they master the content. Or, the instructor can release the content to the entire class, keeping all of the students working together. Both approaches need to be managed aggressively by the trainers, keeping an eye on those students

that may be struggling with some of the content. Ensuring that your LMS offers this type of visibility is critical to the drivers completing the coursework successfully.

**Individualized/Self-Paced Training.** Carriers looking to instill a level of personal interaction among their new drivers, but who prefer to allow the drivers to move along at their own pace and create “limitless” classroom sizes, may choose this method. Drivers will come into the orientation center and either sit in a classroom or in a private workspace where they will be presented with all of the Web-based training content and electronic paperwork. This approach is designed to be executed as a self-paced process where the trainer becomes more of a “facilitator” rather than an instructor. Again, this approach is only successful if the facilitator has visibility to the progress and status of the content so they can step in when coaching is needed.

Here are some of the benefits you can expect to see with this approach:

- The driver is more connected to the company personally and culturally.
- The time to deliver the same content is shortened. Content delivered is standardized, consistent and reduces the amount of redundancy that typically occurs in general class discussions and “off topic” conversations.
- Increased revenue opportunity. By delivering the same content in a shorter amount of time, drivers are in orientation for less time and in their trucks more quickly.
- Travel expenses are reduced with shortened time at the orientation facility.
- Increased management productivity and reduction in staffing costs.

## Hybrid Approach

For as many drivers there are to train, there are that many learning styles to be recognized. A blended approach will allow your organization to provide a personalized training program based on the driver's preference, location and learning style. It can be a combination of instructor-led classroom-style and self-paced online courses that drivers can take at their convenience. This hybrid approach allows administrators to create a combination of both to deliver the best training experience for the driver while keeping cost, culture and success factors at top of mind for the carrier.

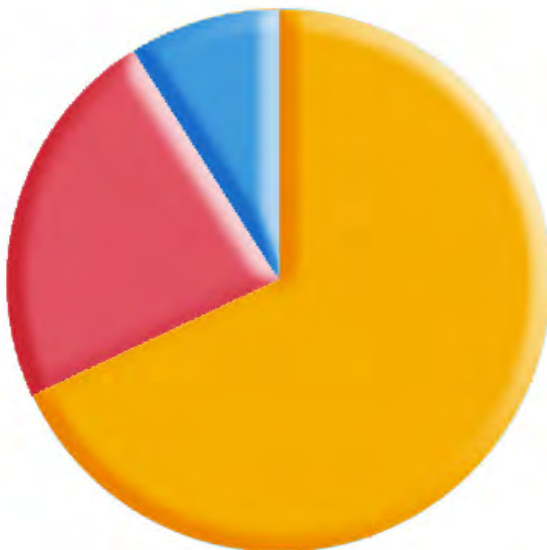
An example of a hybrid approach may include the driver completing some or all of his orientation paperwork — and, potentially, some of the training materials — remotely. Prior to the driver coming in to the orientation center, the trainer already has a fair assessment of the driver's motivation and capabilities since the trainer will have visibility

through the LMS and Onboarding portal to what the driver has already completed. As the driver arrives on-site for orientation, he will be presented with a more personalized training program geared to his pace and competency. Instructors can spend one-on-one time with drivers needing more help, while those drivers who are mastering the content can continue to move through the class and potentially shorten their time in the classroom.

Here are some of the benefits you can expect to see with this approach:

- The orientation leader spends more time with the drivers that "need" coaching.
- Orientation can begin any day at any location.
- Travel and lodging expenses are reduced, as it shortens the time on-site.
- Drivers connect with the company culture and understand expectations more quickly.

## LMS EMPLOYEE TRAINING METHODOLOGIES



68%

Both instructor-led and self-administered training

23%

Purely self-administered training

9%

Purely instructor-led training

<https://www.softwareadvice.com/resources/lms-user-trends-2016/>

# Training With an LMS Can Significantly Impact Learning

Several studies have been done evaluating learning styles, retention and efficacy of delivering content through a Web-based learning management system. Statistics show that when students have more control of their learning process and can better understand the material, there is a 60% faster learning curve compared to instructor-led training. Additionally, it was found that students can learn five times more material without spending more time in a classroom. This is due to standardized courseware and more controlled content delivery, which keeps the drivers, instructors and classes on topic with less distractions.

Learning styles of the individual will impact the outcome of the driver's training. That's why it is important to understand the way your drivers retain content in order to provide them with the greatest opportunity for success.

**50%** of students are kinesthetic learners

**40%** of students are visual learners

**10%** of students are auditory learners

However,  
**80%** of all instruction is auditory

*"A successfully implemented LMS can boost productivity by up to 50%.*

*Every \$1 spent in eLearning can result in \$30 of productivity."*

According to the University of Illinois<sup>3</sup> 50 percent of students are kinesthetic learners (learning by doing), 40 percent are visual learners (learning by watching) and 10 percent are auditory learners (learning by listening). However, 80 percent of all instruction is auditory. Those companies that ignore this important fact are at risk for drivers to be less prepared when they are on the road and more apt to encounter problems — ultimately leading to driver frustration, dissatisfaction and potential safety risks.

It has also been noted that a successfully implemented LMS can boost productivity by up to 50%. Every \$1 spent in eLearning can result in \$30 of productivity.<sup>4</sup>

<sup>3</sup><https://extension.illinois.edu/succeed/learningstyles.cfm>

<sup>4</sup><https://www.docebo.com/blog/boost-employee-productivity-elearning-investments/>



# In-House Developed or Third-Party Content?

An LMS is a very effective tool for delivering, managing and tracking training. However, many companies struggle with determining how they will build the training program and what content is most effective. At the end of the day, the LMS is only as effective as the content delivered — and that content is what drives performance.

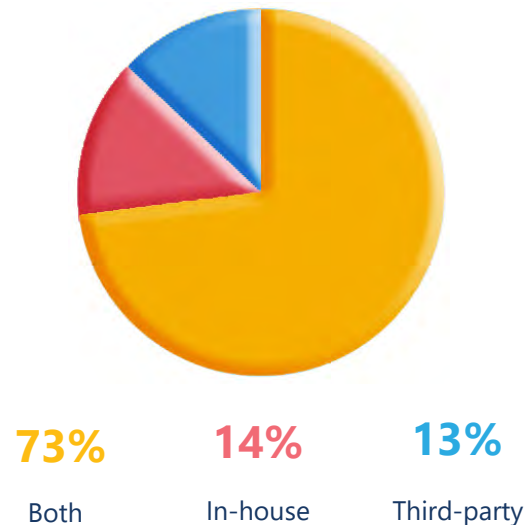
Hence the question: do we buy or do we build? As you read on, you might come to the conclusion that using both is the most advantageous. Each comes with its own costs, advantages and disadvantages, and are discussed below.

## In-House/Custom-Built Content

Developing in-house custom content allows for more creative control and can be easily tailored to a company's goals and branding. The content can be quickly changed based on internal or external factors. In-house training is best used in cases where specialized, company-specific training is required.

However, in-house content development comes at a cost. It takes more resources, time and dollars to create the content. The bulk of the content to be created is typically in the form of videos and follow-up tests. Smaller companies especially do not usually have the staff and dollars to create professionally-produced content. However, in today's environment, anyone with a smartphone or tablet can take live videos to upload to the LMS. While it does take time to script and outline the topics and tests, the hard-dollar costs can be minimized with more simplistic productions.

## TYPE OF LMS TRAINING CONTENT USED



<https://www.softwareadvice.com/resources/top-lms-statistics/>

## Third-Party Content

Third-party content can be obtained in a variety of ways and a wide array of costs. Companies may find an extensive library of free content on public sites such as YouTube, blogs or other industry-related internet sites. Alternatively, some carriers choose to use an established content provider that offers a library of professionally-produced, "out of the box" content that might be more expensive.

Third-party content is typically found and utilized for generic training. However, for more specialized industry training, there may be third-party providers that allow you to subscribe to that training. Companies that do not have the resources to develop their own industry-specific content are more likely to follow that route if they are to implement an LMS.

There are challenges associated with third-party content. This type of content is usually unable to be modified; therefore, companies “get what they get.” This is a problem for companies that need more specialized training.

As you can see, there is no one perfect solution. However, statistics show that most companies utilizing an LMS employ a mix of both in-house and third-party training content. It is the most effective

way of ensuring that students receive the most appropriate training for their particular industry. Additionally, video is the most popular format for training; however, there is a strong mix between creating those videos in-house or utilizing third parties. Finally, the training content selected typically follows the topic. Generic content is more readily available, at a minimal cost whereas industry- and company-specific content is most often created in-house.

## PROS AND CONS OF IN-HOUSE VS. THIRD-PARTY LMS TRAINING CONTENT

In-House Content	
✓ Creative control	✗ High initial cost
✓ Easily editable	✗ Time-consuming
✓ Can be sold to others	✗ May not be best content
Third-Party Content	
✓ Outside perspective	✗ Non-configurable
✓ Less costly	✗ Less niche content
✓ Immediately available	✗ No company messaging

<https://www.softwareadvice.com/resources/in-house-vs-third-party-lms-content/>

# Paperless Onboarding Benefits

For many, the motivation of moving to a paperless onboarding environment is to reduce the clutter and administrative burden of maintaining paper documents. While that is certainly a result of a paperless onboarding packet, the benefits gained far outpace that of reducing the time and costs associated with the traditional method.

The advantages of a well-executed paperless onboarding solution offer the following benefits:

- New hires and contractors can access and complete paperwork remotely at their convenience.
- Forms are completed more quickly and accurately since fields of information may be pre-populated from data stored in the database.
- Required fields and data requirements make it difficult to submit an incomplete form.
- Redundant data entry is minimized since filling out information that appears in multiple documents is auto-populated.
- Monitors and alerts can ensure completion in a timely manner.
- Departments have visibility to documents in one central location.
- Documents and data can be exported automatically to the appropriate department.
- Eliminates the risk of losing paper documents.
- Eliminates the costs of paper, ink, and copy and file supplies.

*"By completing the onboarding process efficiently and accurately, organizations provide new employees with a positive first experience in their new organization."<sup>5</sup>*

<sup>5</sup><https://www.ironmountain.com/resources/whitepapers/g/go-paperless-and-improve-your-employee-onboarding-statistics>

# Integrated Enterprise Training Opportunities

You've made a great first impression with the driver by providing a personalized, interactive onboarding and training program. But learning doesn't and shouldn't stop when a driver leaves the orientation center. Now it is time to look beyond and provide that experience to your drivers AND general employees throughout their tenure within the organization.





There are multiple types of training that can enhance both your drivers' and employees' experience once they have been onboarded. Through integration with your dispatch, accounting, operations, safety, HR and third-party business partners, you can extend the value of your LMS investment.

Integration to other resident or third-party data provides the ability to identify appropriate training and respond in near-real-time. Once training is

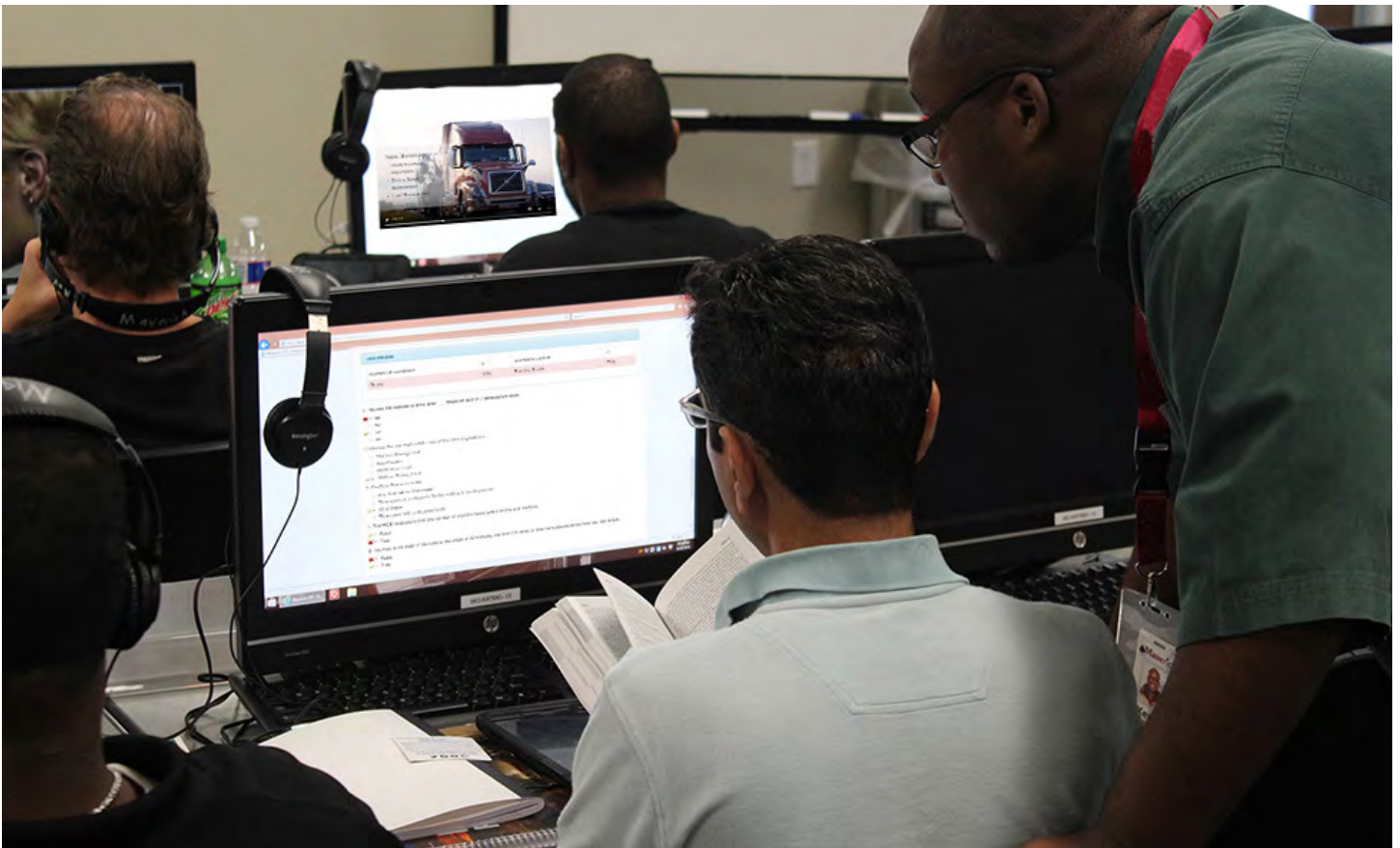
assigned, workflow activities can be assigned, notifications can be sent and the completion of those activities are monitored and tracked for compliance. By improving the driver's skillset and maintaining visibility through driver scorecards, your drivers will be safer, more satisfied and are most likely to stay with your company.

An integrated approach to training offers the advantages of various types of training opportunities within your organization.

**Behavior/Situational-Based Training** is assigned and executed based on certain criteria, events or non-events met by your drivers and employees. For example, by integrating with your driver performance telematics data, a driver who has unsafe driving violations, hours of service infractions, or who is running their

 Behavior/Situational Based	 Operations Based	 Driver Development	 General Employees
<ul style="list-style-type: none"><li>■ Non-Compliance</li><li>■ Safety Violations</li><li>■ Driver Performance</li><li>■ Expirations</li></ul>	<ul style="list-style-type: none"><li>■ Dispatch_Based</li><li>■ Commodity/Location</li><li>■ Shipper Requirements</li><li>■ Geographic Regions</li></ul>	<ul style="list-style-type: none"><li>■ Company Updates</li><li>■ DOT Regulations Updates</li><li>■ Monthly/Quarterly/Annually</li><li>■ Location/Driver Type-Specific</li></ul>	<ul style="list-style-type: none"><li>■ Maintenance</li><li>■ Health and Wellness</li><li>■ Company Policy</li><li>■ EEO Policy</li><li>■ Procedures</li></ul>





truck at below targeted MPG goals, behavior-based training can be automatically OR manually assigned as a standard corrective action to promote safe and compliant behavior. By having training programs readily available for “out of standard behavior,” your company will be positioned to improve safety, enhance driver satisfaction — and thus increase driver retention.

**Operational-Based Training** is leveraged through integrations with a company’s dispatch and operations systems. By providing shipper-specific training to your drivers upon load assignments, they will be trained and guided through the preferred and sometimes mandated load/unload, delivery and shipping requirements set by the shipper. Operational-based training can not only mitigate claims and reduce expenses, but also contribute to increased profitability through customer/shipper satisfaction.

**Driver Development Training** is critical to keeping drivers current, relevant and well-informed of

company, regulatory, and general updates that impact their jobs and ultimately their success within your organization. Integrating with your company HR and Safety systems will ensure that relevant events such as quarterly, monthly or annual training, by location or driver type, are not only executed and tracked for completion but are the appropriate training programs tailored to the needs of your employees. Effective and timely training for all employees will ensure that they are getting the best possible communication and education to be your most valuable asset.

**General Employee Training** looks beyond your drivers. With a flexible training platform, you can impact ALL of your employees’ success. Whether it is providing training to your mechanics, HR or backoffice staff, an open training platform which allows you to address all your employees’ needs will provide optimal benefits throughout your organization.



# Factors to Consider When Evaluating and Implementing an LMS

Developing the right processes, and then aligning your LMS and Onboarding systems to support those activities and standards, is critical to success. Forward-thinking organizations will define success as creating a positive experience for the new hire, while at the same time improving efficiencies, reducing costs and contributing to the satisfaction and retention rates of your personnel.

Below are some factors to consider that will contribute to meeting your training and onboarding goals.

**Centralized Location to Store Information.** Does the technology support collaboration, visibility and a centralized location to store and view all of the required documents and data by department? This is a critical factor when evaluating these types of systems. Real-time visibility to progress and completion provides the insight to ensure that the new drivers are completing the required documents and training activities.

**Integration Capabilities.** An integrated system benefits an organization more than a niche solution that stands alone. Receiving and sending information between a company's internal systems and third-party business partners opens more opportunities to extend the value of the LMS and onboarding system.

**Monitors and Alerts.** Keeping a pulse on activity and notifying appropriate personnel when tasks and events are scheduled, due, late or missing will help ensure that deadlines are met and appropriate actions are taken if they are not. Having a system that monitors and tracks events automatically will be much more efficient than tracking items manually.

**Dashboards and Reporting Tools.** Systems must be able to provide insight to not only the actual activities;

they must also be able to help identify trends. Be sure that the LMS you implement provides detailed reports on class activity, completion status, training history, and student challenges and successes. These tools will give you a better opportunity to fine-tune your programs and coach your employees and contractors to success.

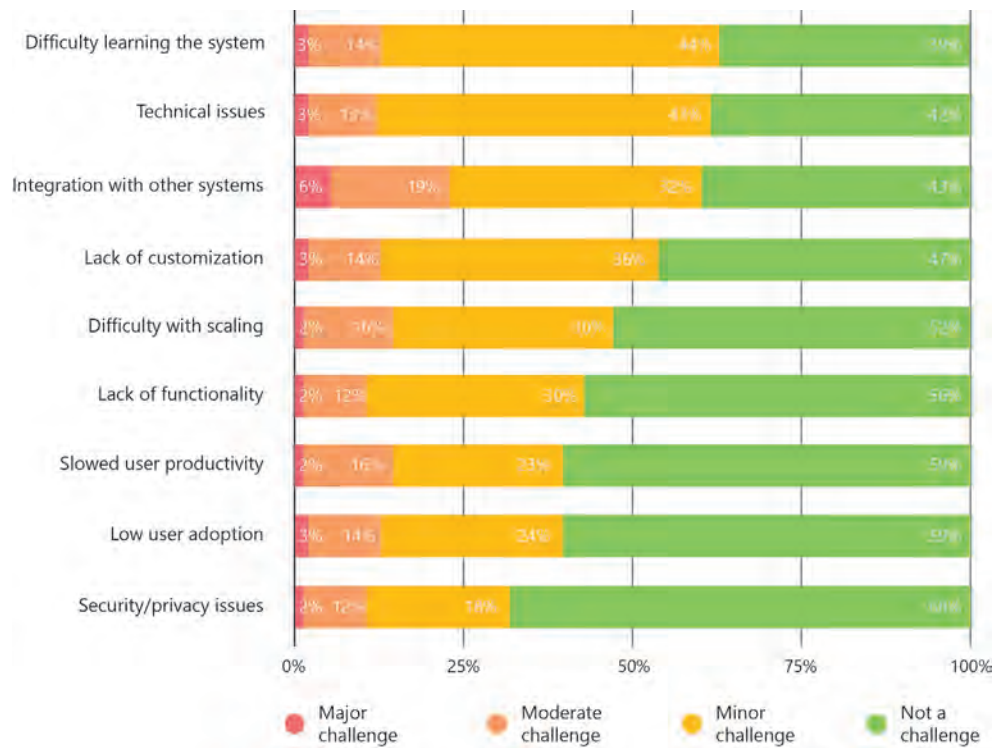
**Mobile Access.** Convenience matters and being able to complete training sessions and paperwork remotely is important. Statistics show today that over 95% of drivers use a smartphone or tablet.<sup>6</sup> Providing an opportunity for them to move through your onboarding process quickly and conveniently will generate a more positive impression with new drivers.

**Scalable System.** Scalability is an important factor to consider, especially in today's environment. Make sure that your organization doesn't outgrow the systems you put in place by determining whether the limitations in size and functionality will hold you back. Look at the history and roadmap of the solutions you evaluate to be sure that the provider has a commitment to innovation.

**Bandwidth and Network Factors.** Without enough bandwidth and a stable, properly-configured network to support the LMS and paperless onboarding solutions, all of your efforts will be wasted. This is one of the most important considerations you must research and understand. Nothing is more frustrating to a driver than waiting for a video to load, experiencing slow response times, or having the technology freeze up while taking a test. The success of the LMS rests on the backbone of your network whether the LMS is being accessed remotely or at an orientation center.

<sup>6</sup><http://www.truckright.com/news/8-blog/24-over-95-of-truck-drivers-have-smartphones>

## TOP CHALLENGES WITH LMS SOFTWARE



<https://www.softwareadvice.com/resources/lms-user-trends-2016/>

**Security.** Access rights to users, data and documents is an important aspect of maintaining and respecting privacy laws and company policies. Be sure that the system you choose can accommodate security requirements. Read Only and Edit capabilities should be built into the security configuration tools these systems provide.

**Ease of Use.** If the system is difficult to use from the student's perspective, as well as that of the administrators and instructors, you will not get the optimum value out of it. Involve users in the process and encourage feedback to get buy-in. Without user acceptance, no matter how many features the system may offer, it will most likely not be a success.

**Easy Maintenance.** Your organization should not need to depend on a third party to maintain content, users, reports and simple security modifications. Training is a fluid process and users should be able to modify the training program as quickly as possible.

**Flexibility in Content and Course Execution.** The more flexibility you have in designing and executing the courseware, the more personalized you can make the delivery of the content. When evaluating systems, ask these questions:

- Does the system support multiple content formats such as video, tests, images, activity sheets, web pages, surveys, and evaluation forms?
- Can it accommodate self-paced and instructor-led classes?
- Is there flexibility in the way content is released to the driver (i.e., sequentially or all at once)
- Can the user retake a test that did not meet the passing grade?
- Can you create multiple types of tests such as true/false, short answer, multiple choice?

# Conclusion

In today's competitive market, the race to find and keep qualified drivers is a challenging one. While companies can't manufacture new drivers, they can do everything possible to retain those that they attract. Orientation and ongoing training programs that generate a positive experience is one way to ensure that your retention rate — NOT your turnover rate — rises.

The topics we discussed in this ebook don't guarantee success, but they do provide you with a better understanding of what it takes to create that positive experience. Statistics show that LMS solutions positively impact content organization and training efficiency and have an overwhelming impact on training effectiveness, standardization and job performance.<sup>7</sup> By improving the driver's experience, your organization can ultimately be the big winner by reducing costs, increasing staff and management productivity, supporting a mobile workforce and increasing driver satisfaction.

<sup>7</sup><https://www.softwareadvice.com/resources/top-lms-statistics/>



## CUSTOMER SUCCESS STORY



### Covenant Increases Operating Revenues, Drives Down Orientation Costs, and Increases Driver Satisfaction with SHIPS Learning Management System

Covenant Transport needed an updated learning management platform that would allow them to deliver to all of its training centers a consistent, current, and relevant training program. They were using outdated content in their remote locations, and were therefore not able to give all drivers the same positive experience. There were also no consistent management tools or reports in place that measured the effectiveness of the training.

[Click here to read the full case study.](#)

#### RESULTS

- Reduced driver orientation time by one day
- Gained approximately 3,000 days of additional revenue per year by adding one additional day of driving vs. sitting in classroom
- Reduced costs by \$200,000 annually due to reduction of one day of training
- \$30,000 in increased productivity gains in management time
- Greater visibility and validation of student skillsets and progress
- Increased driver satisfaction because of more personalized training program

## EBE Technologies:

# Enterprise Software Solutions for the Transportation Industry

EBE is the leading provider of Transportation-Specific Content and Process Management Applications. Serving over 600 clients, EBE has made a positive impact throughout their organizations in the areas of billing, settlements and accounts payable; recruiting, onboarding, safety, risk and training; carrier management; and fleet mobility solutions. Our next generation of workflow solutions allow our clients to work by exception to maximize productivity, control costs, and increase profits across the Enterprise through the use of Automated Decision Support technology. Our integrated approach positions our clients to maximize their legacy system investments while extending the value of EBE's solution portfolio.



Imaging & Workflow



Mobile Capture



Recruiting & Onboarding



Safety & Compliance



Learning Management