

NEW LOOK

“ It was no longer feasible to train our employees in the classroom, and with Skillsoft we get high-quality training with an even higher exam pass rate at significant cost savings. **”**

Matt Board, PMO Manager, New Look

BUSINESS CHALLENGE

The New Look story began in 1969 as a single fashion store in the UK. From there they have grown into a global fashion brand with over 20,000 employees spread over the UK, Europe, China and the Middle East. Through their online store, they deliver to around 120 countries across the globe.

In response to an increased IT demand for training, New Look was looking for talent and development opportunities that were both cost effective yet scalable and accessible.

HOW SKILLSOFT HELPED

Using Skillsoft's IT technical and certification course content, New Look trained several employees with project management courses preparing them for their PRINCE2, PMI Agile Certification and other professional qualifications.

SkillChoice IT courseware, Virtual Practice Labs and Desktop videos allowed some of the IT team to study and prepare to become a Certified Information Systems Security Professional (CISSP). A direct consequence and benefit of these acquisitions was the establishment of a new succession process.

New Look promoted the solution through regular communications from Skillsoft directly to each learner.

KEY METRICS

Significant cost savings over ILT

Higher exam pass rate

Hugely popular service

The breadth and depth of the Skillsoft library has facilitated personal career development, including some cross-training

ABOUT NEW LOOK

New Look is an international multichannel retail brand, offering exciting, on-trend, value-fashion for all. Their long term business strategy comprises of initiatives spanning Brand, International Expansion, Multi-Channel, Menswear, Gross-Profit Margin Rate and People. Their flexible fast-fashion business is built on an agile global supply chain with the ability to respond quickly to trends. They focus on delivering value for money and 'newness', with hundreds of new lines landing every week. New Look ranges of apparel, footwear and accessories are designed with broad age appeal and global relevance. They are delivered by their great people in stores and support centres, who make sure to deliver great service - wherever, whenever and however customers choose to engage with them.

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