



“ It’s exciting to have an online environment that supports the culture and appetite of leaders and team members alike. Our partnership with Skillsoft works because Skillsoft is aligned with the direction we are taking. ”

**Benny Ramos, Senior Career Development Consultant, TELUS**

## BUSINESS CHALLENGE

TELUS is a leading Canadian telecommunications company with \$12.5 billion in annual revenue and 12.1 million customer connections. The Learning and Collaboration team formed the TELUS 2.0 Adoption Council, and then launched the TELUS Leadership Philosophy (TLP), both of which are embedded into the life cycle of every TELUS team member. They were an early adopter of inGenius, the Skillsoft platform that enables employees to connect learning tools with the social tools used on a regular basis.

The TELUS learning organization are constantly seeking ways to increase learning ROI, to support their business objectives through personal development and to improve engagement in their development program.

## ABOUT TELUS

TELUS is Canada’s fastest-growing national telecommunications company, with \$12.5 billion of annual revenue and 12.5 million customer connections, including 8.5 million wireless subscribers, 1.5 million residential network access lines, 1.6 million high-speed Internet subscribers and 1.0 million TELUS TV customers. TELUS provides a wide range of communications products and services, including wireless, data, Internet protocol (IP), voice, television, entertainment and video, and is Canada’s largest healthcare IT provider.

## HOW SKILLSOFT® HELPED

Skillsoft moved TELUS to the new Human Capital Management suite which included a migration to Jam, integrating all social conversations, videos, wikis and blogs into one platform. Skillsoft then utilized a blended learning approach encompassing both formal and informal learning.

And implemented the Skillsoft Leadership Advantage™ and SkillChoice®.

## KEY METRICS

**\$6m** Over **\$6** million saved by building the Learning 2.0 framework TLP

**19%** **19%** increase in efficiency which translates into more than **\$2,800** skill gain per learner

**13%** **13%** increase in satisfaction with career development

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