VERTIV

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RapidLearn is one of the most responsive
solution providers we've ever worked with.

Key Results

5,700	250,000+	2,000+
Vertiv Users who have used RapidLearn	Times that Vertiv users have used RapidLearn	Processes documented

Vertiv is a global leader in designing, building and servicing critical infrastructure that enables vital applications for data centers, communication networks and commercial and industrial facilities.

Vertiv is a $6B provider of equipment and services for data centers. It was formed in 2016 from Emerson Network Power and now operates in more than 130 countries with 27K+ employees.
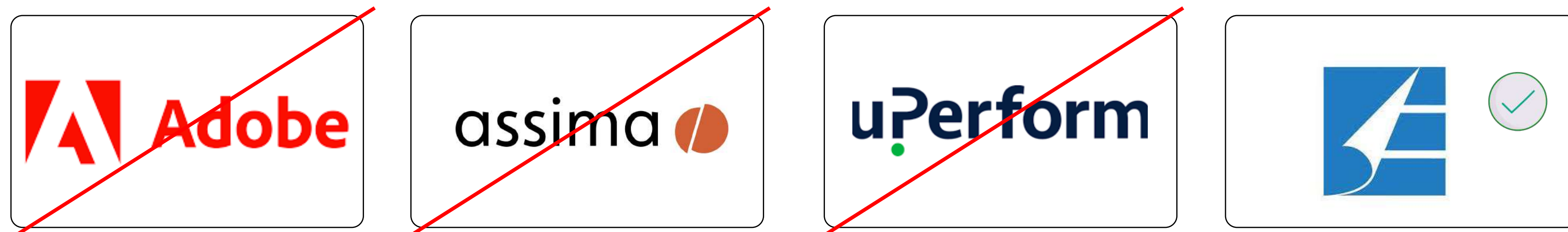
In 2019, Vertiv faced a huge, global upgrade of Oracle E-Business Suite (EBS) and the need to upskill users on multiple new Cloud and on-premise applications. The lean training team needed a solution that would be easy for Subject Matter Experts (SME's) to use in order to build content, while also managing the scale of 1,000's of documents. This content also required translation to multiple languages to support their global audience, with the ability to convert to 19 languages, including German, Chinese and Hungarian.
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Additionally, as a long-time customer of Oracle's User Productivity Kit (UPK), Vertiv had over 1,000 UPK help topics to convert to the new platform, RapidLearn. Vertiv needed to seamlessly migrate these UPK help topics to a library of content with minimal effort and continuity of business.

Objectives and criteria for the solution:

- Rapid UPK conversion to fully editable content
- Embedded translation into 19 languages
- Easy to use for Subject Matter Experts to record content
- No additional cost for additional target applications (allowed to rapidly scale to 16 applications)

After considering other tools such as WalkMe, Assima and uPerform, Vertiv determined that RapidLearn was the best solution for their Oracle conversion project and ongoing end user Support. Now into their fourth year of usage, other business units and applications use RapidLearn. Vertiv has expanded to over 6,000 users and 16+ target applications.
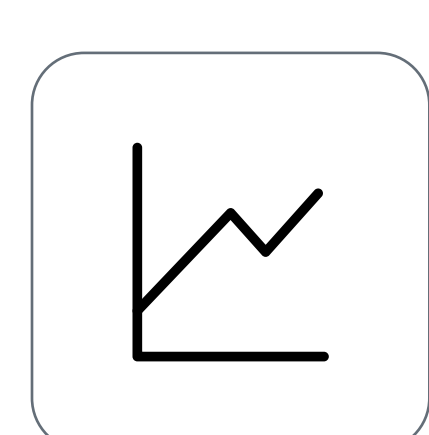
Competitors involved:

- WalkMe - was ruled out due to per application fee and significantly higher cost
- Assima - was ruled out due to complexity of implementation and potential delay to project
- uPerform - not cost effective on more than 1 Application

"UPK was the best EPSS product, period. RapidLearn had big shoes to fill but it's filling them."

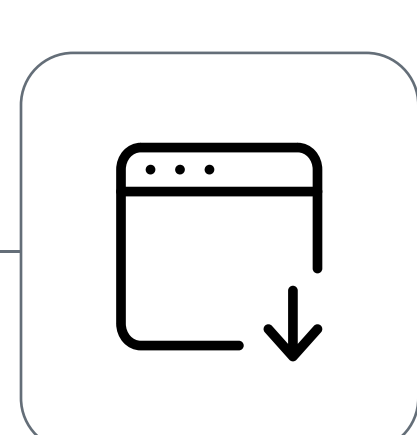## The key to accellerating your digital adoption

Key Results to date

- Multiple successful, regional updates starting in early 2020 and continuing.
- Vertiv now has over 2,000 RapidLearn Library Items and nearly 120 RapidLearn Books, all used on a daily basis globally.

Increased Usability
Initial Rollout throughout the company resulted in over 100,000 logins to RapidLearn in 2021, with nearly 7,500 users.

Company Wide Adoption
Due to ease of use and turnaround time on producing multiple outputs, simulations, documents and in application Support, additional departments and applications now use RapidLearn.

Reduction of Time and Money
RapidLearn allowed Vertiv to decrease their time to deployment while completely removing the need for local infrastructure/servers. We delivered a successful ERP rollout and and converted over 1,000 UPK pieces of content

Highlights at Vertiv:

Seamless migration from **over 1000 UPK** documents to **fully editable content** in RapidLearn

RapidLearn now supports **16 applications**, globally with fully translated content