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Case Study | Brocade
Streamlining compliance through the SkillSoft Academy

Challenge

Brocade needed to ensure all employees were in compliance with the corporate code of conduct and other policies. With thousands of employees renewing their code of conduct certification annually and many renewing sales certifications quarterly, a manual process wasn't sustainable.

Solution

Using the SkillSoft Academy LMS, courses from SkillSoft's Legal Compliance Collection and customized courses, Brocade developed a program that effectively tracks compliance and automates course reminders for employees.

Results

Brocade has effectively integrated Academy with the company's ERP system, assigning users to the appropriate learner groups. Sophisticated reporting capabilities allow managers to see which employees are due—or overdue—for training.

BROCADE

Founded in 1995, Brocade is an industry leader in providing reliable, high-performance network solutions that help the world's leading organizations transition smoothly to a virtualized world where applications and information reside anywhere.

Petrie Terblanche, Brocade Director of Internal Audit and Compliance, said his relationship with SkillSoft began in 2008. "We realized it was beneficial to roll out compliance training to better reemphasize our code of conduct and corporate policies." Standardizing was important as well as improving reach—Terblanche said his function was to "bring the message across in different shapes and forms to a broader audience."

When Terblanche started to identify vehicles for compliance training, Todd Laput, Brocade Senior Manager of Organizational Development, mentioned that he was already using SkillSoft for HR training, leadership development, and other learning programs.

Terblanche started with three courses, covering the Brocade Code of Business Conduct & Ethics (COBCE), the Foreign Corrupt Practices Act, and Insider Trading. "We looked at the SkillSoft curriculum and leveraged it as a base line," Terblanche said. "We further customized the individual compliance courses with Brocade terminology and supporting examples."

Working with SkillSoft's Custom Development Team, Brocade created two standard certifications: a sales certification, which covers, among other things, compliance with Brocade's Code of Conduct, Sales Incentive Compensation Primary Sales Plan and certain quarterly sales activities, and a Code of Conduct (COC) certification for new hires. Brocade requires employees in key functions to certify annually they are in compliance with the COC.

Expanding the program's reach

Subsequently, Brocade localized the COBCE and the Foreign Corrupt Practices Act courses into Chinese and Korean to make them more accessible to employees in those countries. Brocade also launched an information security awareness (ISA) course for its employees and contract workers. "We started off with a small population on the COC and quarterly sales certifications, and subsequently expanded to cover the entire company with SkillSoft training," Terblanche said.

When HR was having issues updating sexual harassment courses from another vendor, Terblanche suggested they leverage SkillSoft. "The reporting is great and it's easy to get up and running," he said. Brocade now uses a customized version of SkillSoft's harassment prevention course to meet California state training requirements, as well as an international version of the course.

Efficiency through integration

The Academy LMS's integration with Brocade's HR information system has streamlined course assignments and reporting. Based on criteria in the HR system, Academy assigns learners to different groups, each with its own specific training requirements. Terblanche said this functionality was important to him. "The ease of use really depends on how well information is shared between our ERP system and SkillSoft. Brocade and SkillSoft work together to design courses based on criteria developed by Brocade, then based on scripts we assign courses to learners."

For example, "We mandate sales certifications from specified employees before filing our financials for each quarter," Terblanche said. Academy's retraining function sends sales reps automated emails reminding them they need to recertify, reducing the number of times Compliance must reach out to employees.

Reports show users who aren't in compliance so managers through an escalation process can take appropriate action. "When we rolled out the Information Security Awareness course, the IT department was able to run reports to see employees who aren't in compliance," Terblanche said.

Strong service and support

Terblanche said prior to working with SkillSoft, Brocade faced challenges reporting on completed and overdue courses. Changing course content was complex and costly, and the previous vendor lacked the ability to change course assignments as requirements shifted at Brocade. "Courses need to be assigned based on criteria which become more complex from year to year—it all had to be brought into a background script to assign courses appropriately based on job grades and roles. Having multiple requirements makes it a challenge," Terblanche said.

He says SkillSoft has been able to adapt and work with Brocade to meet all the company's compliance needs as the program has grown. "The ability to add and scale is important to me," Terblanche said.

Brocade has enjoyed a successful collaboration with the SkillSoft Solutions Services Team and Learning Consultant Kyle Johnson. "We have a great relationship with our learning consultant and those on the development side. The operations support from Kyle and his team is great—it helps that the three pillars here are all working together. Without that, our experience would be totally different," Terblanche said. "I have 100 percent confidence that the team behind the scenes can execute a project to the end. Whenever I ask for something, they say 'we will handle that'…I come back and it's done."

Improving access to courses

The next project Terblanche and SkillSoft are tackling together: integrating the Academy LMS and compliance courses into the SkillPort® LMS where Brocade rolls out the rest of its corporate training. Terblanche said, "Now employees won't have to go to multiple web pages to view the status of course assignments. It's a great improvement to employees to have access to all the tools they need to build their skill set—part of being a Brocadian."

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