

# SHL Arena learning portal

## Multi-site, multi-language delivery of online solutions

SHL is the world leader in objective workplace assessment. Their core business capability focuses on delivering improvements in people performance through a portfolio of assessment products which include aptitude tests, personality tests and expert consulting services. Their reach is global and they operate in more than 50 countries, in more than 30 languages for more than 15,500 commercial clients.

### The challenge

To maintain their dominant position in the global market place it is crucial for SHL to extend high levels of training and support to both their internal and external customers. However, co-ordinating staff training across the globe and delivering product support to international clients was becoming both logistically difficult and costly. SHL needed to identify an alternative, more efficient approach.

### E-learning solution

Epic has been an e-learning development partner to SHL since 2006 and has produced a number of online solutions for them. The use of online materials for strategic training and development purposes, has enabled SHL to meet the requirements of both staff and corporate clients across specific market territories. Content designed to date has included:

- Occupational Personality Questionnaire (OPQ) e-learning toolkit - explains how to interpret and implement OPQ results
- OPQ pre-course - two hour e-learning programme for HR specialists and managers. Successful completion qualifies learners to choose a test, administer it and feed back on scores. The programme is accredited by the British Psychological Society
- SODA systems training (SHL on demand application) - replaced face-to-face training provided at time of sale by SHL sales personnel

- Sales Report - aimed at SHL's team of global sales managers, focusing on how an effective and efficient recruiting model can identify the best sales people.



### Arena learning portal solution

To enable SHL to deliver e-learning with a consistent look, feel and functionality across different language versions, a key component of the solution is the deployment of materials through the Arena portal site. Arena is database driven which means the development of language/territory variations is simple, straightforward and cost effective. Any updating of the look and feel, functionality etc. can be completed and re-deployed quickly and consistently across all language versions.

Arena enables rollout of multiple sites within the same portal, making it ideal for deploying e-learning courses in different languages supported by a localised interface. Users can be assigned to one or more mini sites and be presented with the learning modules assigned to that site.

Arena has been set up with mini sites for various SHL territories. A user is assigned to all country sites and has the option to select an individual site upon login. Users assigned to a single site only will be taken directly to the home page of that site.



## Technical support

Epic's dedicated service desk works in partnership with SHL's 'Help Desk' to provide consistent levels of technical support 24/7 to end users globally, as well as Arena administrators when generating and analysing reports. Users and administrators are given guidance of who to direct their queries to, facilitating an effective and timely response.

## Outcomes

The Arena implementation has provided SHL with many business benefits:

- E-learning content is delivered globally with a consistent look, feel and functionality
- SHL's corporate image and brand is promoted worldwide
- Multisite Arena is scalable and can support up to 250,000 users offering SHL flexibility
- Dedicated technical support 24/7 ensures issues are resolved quickly and effectively

*"The Epic team exceeded expectations. Once again, thank you for all your hard work - we are delighted with the results and enjoyed working with the team on this project. Feedback from our colleagues in South Africa and USA is that they really like it."*

For more information on our work in this area, call +44 (0) 1273 728686.