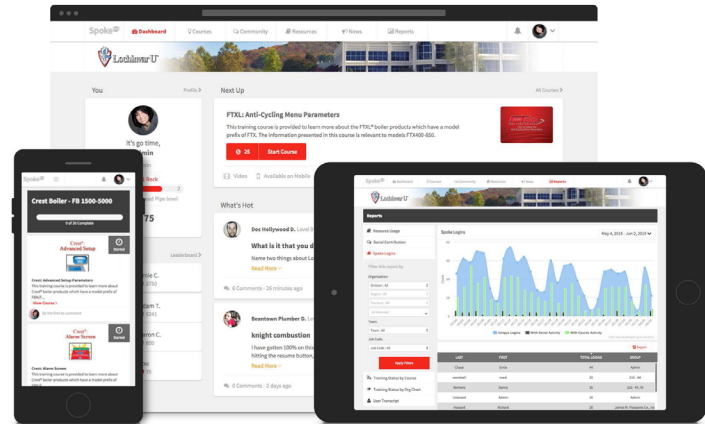


LOCHINVAR MAKES TRAINING EASY BY CHOOSING SPOKE®

“We’ve had an extremely positive experience with Spoke. The platform is easy to navigate. It’s intuitive. Nothing is buried. And we love the open communication with Unboxed.”

Technical Trainer and Administrator



CHALLENGE

Lochinvar’s product training was solid content-wise, but their LMS got in the way of learners’ access to that content. Users said the platform was hard to navigate. Plus, it wasn’t mobile-friendly.

RESULTS



**INCREASED ENGAGEMENT
WITH GAMIFICATION**



**BETTER TRACKING AND
REPORTING**



**IMPROVED PLANNING AND
SUPPORT**

“THE PROCESS WAS INCREDIBLY COLLABORATIVE THROUGHOUT. [THE UNBOXED TEAM] HAS THIS UNCANNY ABILITY TO PEEL BACK THE LAYERS AND ASK REALLY INSIGHTFUL, THOUGHTFUL QUESTIONS.

“WE’VE HAD AN EXTREMELY POSITIVE EXPERIENCE WITH SPOKE. THE PLATFORM IS EASY TO NAVIGATE. IT’S INTUITIVE. NOTHING IS BURIED,” CHASE SAID. “AND WE LOVE THE OPEN COMMUNICATION WITH UNBOXED.”

RESULTS

Initial results indicate learners are more engaged, and LochinvarU is delighted. “It’s unbelievable,” Chase shared. “All we did was move our old content onto Spoke. Overnight, the feedback was, ‘This is amazing training!’ Once the platform issues were out of the way, people could enjoy and learn from our content. Plus, people are talking about how many Spoke coins they have. It gets their competitive nature flowing. They want to complete more courses to get more coins.”

Spoke’s reporting features give LochinvarU new insight into what content their audience wants—and uses. “We spent six months developing an interactive troubleshooter. We never knew how many people were using it, until Spoke,” Chase said. “This helps us with planning. We know what people are using, which guides our future training decisions.”

“We’ve had an extremely positive experience with Spoke. The platform is easy to navigate. It’s intuitive. Nothing is buried,” Chase said. “And we love the open communication with Unboxed.”



UNBOXEDTECH.COM
HELLO@UNBOXEDTECH.COM
(888) 723-9770