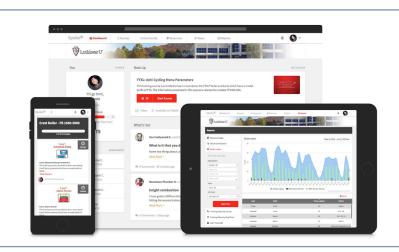


# LOCHINVAR MAKES TRAINING EASY BY CHOOSING SPOKE®

"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





BETTER TRACKING AND REPORTING



IMPROVED PLANNING AND SUPPORT

# CORPORATION OVERVIEW

FOUNDED IN 1919
EMPLOYEES: 201-500
HEADQUARTERED IN LEBANON, TN
PUBLIC COMPANY IN THE
MACHINERY INDUSTRY

## SOLUTIONS

· SPOKE LMS

#### BACKSTORY

Lochinvar, LLC is a Tennessee-based manufacturer of high efficiency boilers, water heaters, pool heaters, and storage tanks. Their need? A better way to deliver online training for more than a thousand people a year: engineers who specify their products, end users who own them, and contractors who service and install them.

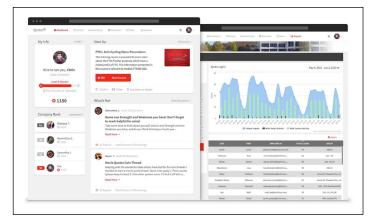
#### OPPORTUNITY

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. "Everyone has a smart device these days," said Ernie Chase, technical trainer and administrator for Lochinvar University. "We have to get the training to learners wherever they are, not just on a PC in the office."

### SOLUTION

Enter Spoke, the social learning platform. "Spoke is intuitive," Chase said. "It's so easy to use. Users are only two clicks away from training. Now they can focus on learning instead of navigating the platform."

"Plus, customer service is beyond just 'Give us your money and we'll give you our



product," Chase continued. "Any time we have a question, we get an answer. When we have a problem, Unboxed finds the solution. And with Unboxed, we know they're always updating Spoke and keeping it current. It's a moving, living thing."

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

"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."



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