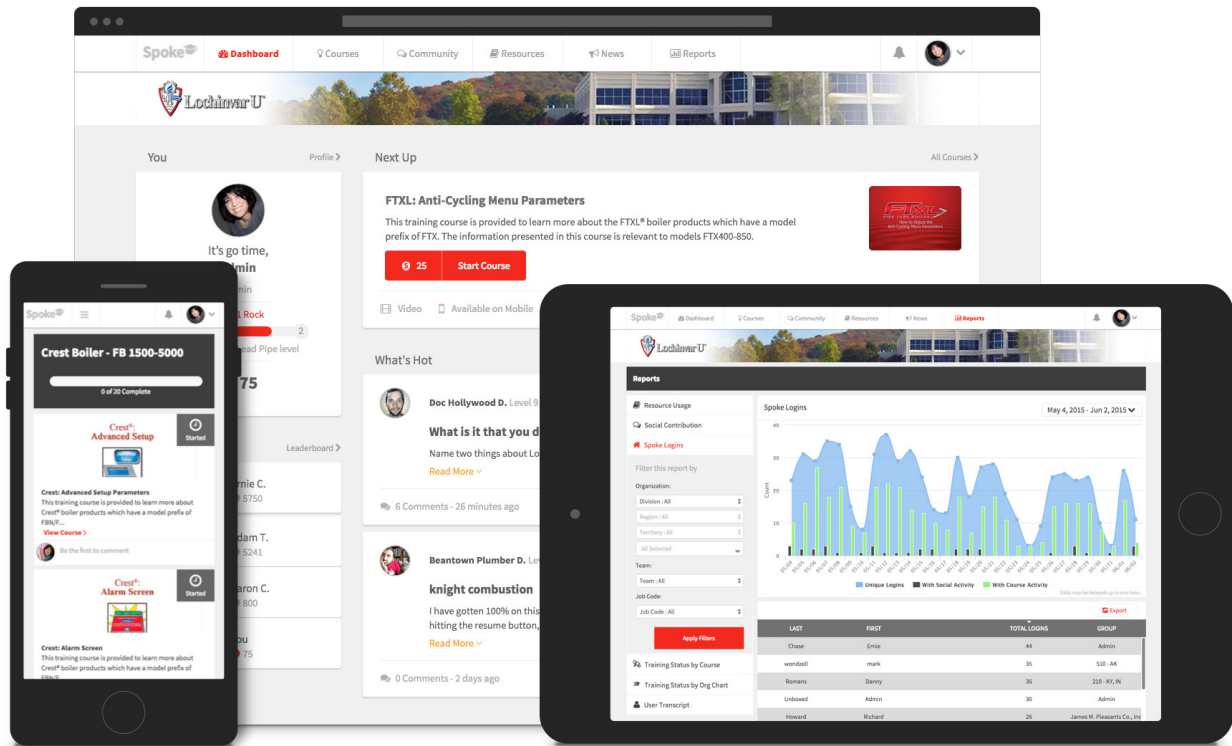


## LOCHINVAR MAKES TRAINING EASY BY CHOOSING SPOKE®

A manufacturer of high efficiency boilers had great online training, but the learning management system (LMS) that delivered it left them wanting more. A cumbersome user experience and limited customer support sent them searching for a better way. Two years and many LMS candidates later, they found Spoke.



### 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.

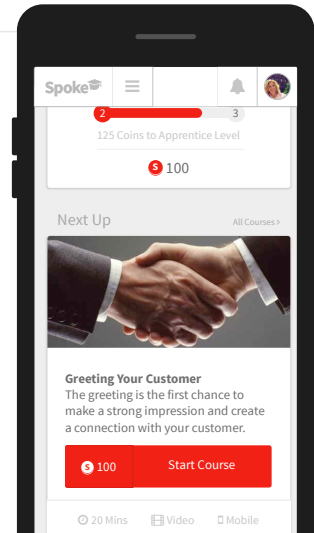
### OPPORTUNITY

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

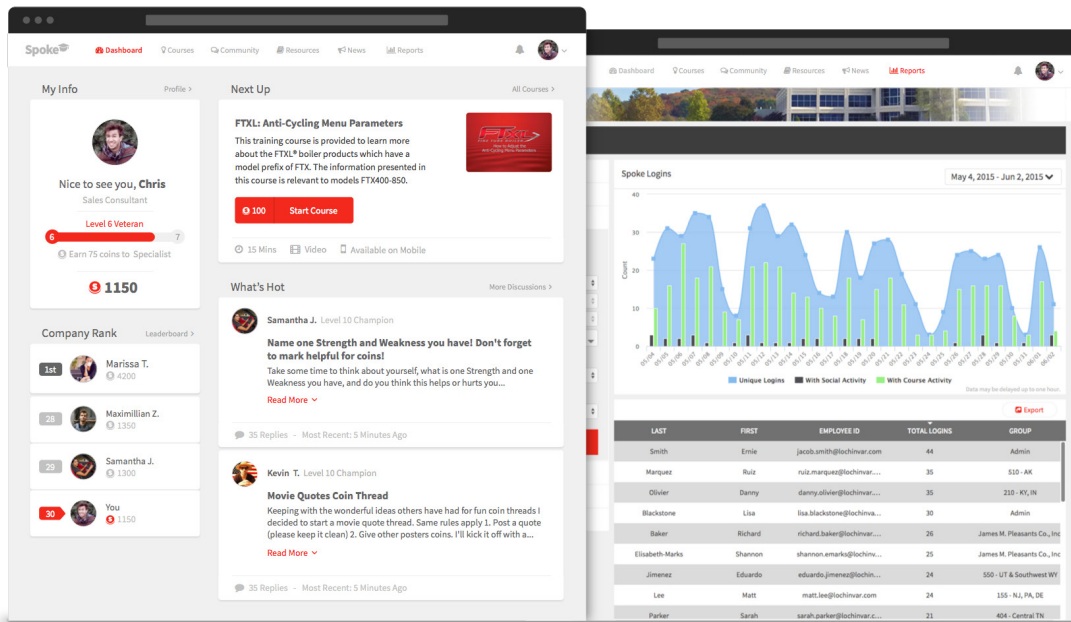
Enter Spoke, the simple social learning platform. “Spoke is intuitive,” Chase said. “It’s so easy to use. Users are only two clicks away from training. Now they can focus on learning instead of navigating the platform.”

“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.”



## 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.”