

**A Business Services
Company Adopts
Certus Online & Virtual
Instructor-Led Electrical
Safety Training to
Proactively Prevent
Safety Violations**



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Learn how a business products and services company engaged Certus to proactively address electrical safety training for their dispersed workforce with a consistent on-demand solution delivered through a single-source LMS.



Background

A business services company headquartered in Cincinnati, Ohio, operates 500+ facilities in North America, including five manufacturing facilities and 11 distribution centers. The company provides essential products and services to keep facilities clean, well-stocked and safe while protecting its customers and employees. Faced with an OSHA violation, the company needed a quick, efficient and comprehensive safety training program to proactively prevent future injuries and additional violations. They contacted Certus to address their time-sensitive safety and compliance training needs.

The Challenge

The business products and services company needed to train their dispersed employees quickly and affordably to avoid long-term safety issues, injuries and violations. There were several opportunities for improvement, including:

- **Lack of Foundational Knowledge** — New employees joining the company consistently lacked fundamental electrical and safety understanding and knowledge needed to prevent injury and potential violations.
- **Absence of a Centralized Training Program** — With a dispersed workforce and no centralized training programs or facilities, safety training requirements and expectations were unclear to new and veteran employees.
- **Challenges in Scheduling & Downtime** — Scheduling of group training yielded service and product delivery slowdowns accrued from employee downtime.



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99 out of 100 training participants answered a survey stating that the simulation training program helped them understand their job better, was educational and provided real-world scenarios.

The Certus Solution

With safety, compliance and uptime on the line, the company needed a solution that could deliver fast results without disrupting operations.

Certus designed a flexible training approach that closed critical skill gaps, standardized safety practices across locations and minimized downtime. The focus: Give employees the knowledge they need — when and where they need it — while giving leadership full visibility into compliance.

The solution included:

- **On-Demand Technical Training Library** — Employees gained immediate access to targeted electrical safety and technical training — so they could build essential skills without leaving their facility. Courses were available anytime, on any device, reducing downtime while ensuring consistent, job-relevant training across all locations.
- **Live, Virtual Instructor-Led Training** — Instead of costly travel and scheduling delays, teams across the country trained together online in real time. This allowed the company to rapidly train more than 300 employees without interrupting service or operations.
- **Centralized LMS for Tracking and Compliance** — Fusion is a cloud-based platform that gave the company a single source of truth for training, certifications and compliance. Leadership could easily track progress, identify gaps and ensure every employee met safety requirements without manual oversight.

The Results

When the business products and services company implemented Certus' Online and Virtual Instructor-Led Online safety training, **they successfully educated more than 300 employees over six weeks.** Even more impressive than the speedy turnaround from inquiry to implementation, **the company experienced zero electrical safety incidents post-training.**

Now that the company has access to an extensive technical and safety training library, they preserve the safety of their employees, customers and the integrity of their company. Additionally, because of the quality of the course content, ease of tracking and simplified coursework administration, the business services company transitioned from a facility-based training system to a centralized corporate training model. As a result, the company experienced reduced pricing, streamlined training logistics and more defined decision-making structure while maintaining safety and compliance for all stakeholders.

Simplify Your Training, Compliance and Workforce Readiness.

Certus' subject-matter experts ensure our clients have a partner to help them realize the full potential of their workforce. It's not just about empowering and fostering a thriving loyal workforce. When employees grow and succeed, organizations do too.

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