

## SUCCESS STORY

# A Fully-Furnished Learning Platform

Levin Furniture & Mattress develops new and tenured employees with ClearCo



## About the Customer



For over 100 years, Levin Furniture & Mattress has been dedicated to providing families with high-quality, affordable furniture. Founded in 1920, this family-owned business operates nearly 30 stores across Pennsylvania and Ohio, supporting local communities and charitable organizations. However, Levin's true strength lies in its commitment to exceptional customer service, ensuring repeat business and building lasting relationships.

- Levin Furniture & Mattress offers a fantastic customer experience for visitors to their 30 stores in Pennsylvania and Ohio.
- After requesting an expedited implementation, ClearCo got Levin up and running with a feature packed learning management system in just two weeks.
- Employees and admins get flexible, intuitive training on products and policies with detailed tracking and analytics.
- Combined with ClearCo's recruiting and onboarding tools, Levin Furniture gets employees hired and ready to contribute faster than ever before.

## The Challenge

The key to providing an exceptional customer experience is to ensure that all employees are properly educated on a variety of topics fitting their respective roles. Levin Furniture had invested in a Learning Management System, but had challenges administering and tracking the variety of training courses they needed across roles. An outdated interface made it difficult for employees to get training they needed and discouraged them from exploring additional learning. Most importantly, it wasn't seamlessly connected to their talent platform, creating an inefficient process for new hires.

*"Our old LMS was really challenging on the administrative side. We were getting inundated with features that were just confusing to us. Our users didn't think it was very accessible or user-friendly and weren't logging in to complete training."*

*- Kelli-Lynn Catalano, Training and Development Manager*

**"User accessibility is front of mind for us. [ClearCo Learning] is so much easier to use. It's also a lot easier for us on the administrative side. That has been the best benefit."**

**Kelli-Lynn Catalano**

Training and Development Manager,  
Levin Furniture



**“We’ve had higher completion rates for training. Also, we have different ways to deliver training - not just through e-modules, but with videos. We’re constantly changing the ways our learners receive training.”**

**Kelli-Lynn Catalano**

Training and Development Manager,  
Levin Furniture

## The Solution

Already a ClearCo customer for recruiting and onboarding, the Learning and Development team at Levin Furniture was excited to discover ClearCo Learning (formerly the Brainier LMS), a feature-rich learning management system that’s easy to use for both employees and admins. The team at Levin requested an expedited implementation to start advancing their learning goals right away. Working closely with an expert Implementation Manager, they had a full-featured LMS up and running in only two weeks.

*“We had a very short timeline for implementation. It was a quick decision to move to a new LMS. We had a great implementation specialist; she took us through the process and answered all of our questions. Customer support was a great asset as well. They were there whenever we needed them.”*  
- Kelli-Lynn Catalano, Training and Development Manager

Levin Furniture immediately saw the advantages of seamlessly connecting learning tools to their existing onboarding process. In addition to offering online courses, ClearCo Learning also gave them the ability to easily track in-person learning and compliance training in one central location. And with ClearCo Learning’s customizability, easy content creation and loading, and a huge library of compliance and upskilling content available for purchase, they were able to create onboarding and learning experiences perfectly tailored to their organization.

## The Results

Now, Levin Furniture is able to get new hires trained and ready to contribute faster than ever. HR and Learning administrators save time with intuitive tools and employees enjoy the convenience of being able to learn and grow using a variety of modern tools and resources, leading to higher rates of course completions across the company. And all activity is tracked with exceptional reporting and analytics. The team at Levin Furniture can rest easy with a process that weaves learning throughout the entire employee journey.

*“That new hire has access to their training on their very first day, which gets them up and running in their new position seamlessly. That’s a huge benefit for me on my side, and I know that that has been a huge benefit for the managers and supervisors who are onboarding these new hires. They don’t have to wait two or three days for them to show up in the LMS. Now it’s seamless.”* - Kelli-Lynn Catalano, Training and Development Manager

## The ClearCo Difference:

**“At ClearCo, we believe employee education and upskilling is crucial for growing your business. We’re proud to be the only company that offers leading-edge learning tools directly inside a talent management platform to support development throughout the employee lifecycle.”**

**Christine Rose**

Chief Customer Officer,  
ClearCo

