

SUCCESS STORY

How Warren Equipment Manages Training for All

A Complex Organization with Complex Needs For L&D



About the Customer



Warren Equipment Company is a growing, multi-faceted organization that services the construction, oil & gas, power generation, and agriculture industries. Best known for being a Caterpillar dealer, the parent company encompasses 4 subsidiaries, each with nuanced learning and development programs. The learning leaders at Warren Equipment utilize ClearCo Learning to deliver crucial training to their learners at every step of their career. The Texas-based organization now covers 8 US states and has over 2,400 employees on staff.

New Employee Onboarding

Getting new employees up to speed with little wasted time is a goal for any learning leader. Speed to competency at WEC is a point of pride. Through automations in their HRIS/payroll system (UKG Pro), learner data is auto-populated into the LMS with key data attached. Learning tracks are assigned based on group, title, location, and job family. These automations have reduced the entire onboarding phase to 30 days for popular roles like machine technicians.

In fact, for these Caterpillar technician roles, the first 7 days is a tremendously efficient time period with most employees completing their safety and OSHA compliance training assignments by week's end. Learning leaders at WEC utilize a "blended" learning approach for onboarding their technician roles. The more nuanced skills training, consisting of official Caterpillar learning content, is completed before moving on to in-person, hands-on training. The in-house Subject Matter Experts (SMEs) then use the LMS to track these vital learning events for reporting purposes.

Solving for Learning Needs with Tech

Using "WEC Learn", employees receive relevant training to help them quickly onboard, stay up to date with compliance & safety training, stay current on hard skills, develop soft skills, and find a path forward in the company with upskilling opportunities to increase their job mobility.



Administrative Ease

Strategically, the launch of WEC Learn was a major victory for learning operations. WEC Learn incorporated all the historical learning data to maintain accurate records. The system aligns perfectly with the organizational structure, accommodating the subsidiaries and their brands.

Each layer of management has access to view learning progress for each of their direct reports and groups. WEC Learn also galvanized where learning content is consumed by incorporating the various sources of content into one location, including 8,000 objects from CAT corporate training. Administrators are able to roll out training in a prescribed order and to specific roles and job families. This streamlines the HR administrative functions as employees find job mobility and move up in the organization. The leadership development success tracks are auto-assigned to release courses and tasks based on completions. They also accommodate monthly virtual training sessions into the process. WEC Learn even provides a space for their valuable and experienced SMEs to lead training events and share knowledge with the right people.

Cultural Impact

For an organization with a relatively low turnover rate, WEC Learn is helping show employees a path forward within the organization. Learners can clearly see the learning tracks required to be successful in various roles within the organization. As expected, a certain percentage of employee turnover is due to this job mobility within the organization. The company invests in employees with these learning opportunities and works diligently to keep them, though they may be in different roles.

2,400

employees - WEC Learn sees weekly usage

18,000

completions/ 36,000 logins to WEC Learn per quarter



The Onboarding Process is now just 30 days for technicians and 90 days for managers! Speed to competency is amazing.



WEC Learn Greet the Future

Warren Equipment Company continues to focus on providing the best learning and development opportunities for their employees. The technical team and office staff are well-suited to face the challenges of tomorrow with the industry leading content and learning programs they have developed over years of refinement and excellence. The learning leaders utilize the experience and wisdom of their own in-house SMEs to further their pursuit of making WEC and Warren Caterpillar a dealer and employer of choice.

