



USPS Develops, Manages, Maintains and Delivers Training Content using OutStart LCMS

THE CHALLENGE

The United States Postal Service (USPS), America's second-largest civilian employer with 750,000 employees, had told Congress as part of its transformation plan that "having the right people at the right place with the right skills at the right time" was key to improving performance.

THE SOLUTION

The USPS is using OutStart LCMS to develop, manage, maintain and deliver training content. OutStart LCMS is being deployed in USPS' Employee Development Department to make powerful learning opportunities available to employees in order to better service customers and improve the performance of the Postal Service as a whole. The USPS is also using OutStart LCMS to accelerate, standardize, and centralize the development of training content that can be reused and delivered across multiple channels, including the classroom, the Web, printed documents, CDs, PowerPoint slides, and even PDAs.

"To get an understanding of the scale of our operation, and subsequently of our learning challenges, consider that we have learners in nearly every town in America, one of the largest fleets of delivery vehicles in the world, tremendous equipment and technology training requirements, and training facilities in 85 cities," said Stefl. "Maintaining content developed with disparate tools is a logistical nightmare. OutStart LCMS gives us a central point to maintain content,

and make personalized learning experiences available to our employees that are distributed in the field," he said.

In order to make training more efficient and accelerate employee development opportunities that fuel career growth, the USPS plans to use OutStart LCMS for prescriptive learning. Rather than taking static courses, employees will have the opportunity to take assessment tests that identify specific gaps in the knowledge they need to be more proficient at work. The results of these assessments will be used to prescribe specific course content focused only on the content each individual needs to learn. Management can easily view reports on what content learners have taken, in order to certify certain levels of proficiency throughout the employee base.

ABOUT OUTSTART

At OutStart, we're out to solve a big problem.

Most organizations possess a wealth of underutilized collective intelligence around their products, services, and processes. This underutilization negatively impacts employees, customers, and partners, costing precious time and money while hindering performance. Said simply, "what your people don't know will hurt you."

OutStart's social business software and learning systems act like a lifeline: connecting people to the know-how, creativity, and learning they require to be efficient, effective, and agile.

Since its inception in 1999, and backed by leading venture capital firms, OutStart has matured into a profitable and rapidly growing company with an impressive range of customers, who are surpassing their expectations and delivering exceptional business results. The company is honored to have customers like Autodesk, BB&T, Boeing Company, BT, CVS Caremark, DIRECTV, EDS, Internal Revenue Service, Lufthansa, McDonald's, MetLife, Prudential, TiVo, Australian Defence Force, U.S. Navy, UK Ministry of Defence, Verizon Wireless, and Yum! Brands.

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