LEARNING
to innovate.

CENGN Advances Understanding of Cutting-Edge Tech with Absorb LMS

CUSTOMER SUCCESS STORY

INDUSTRY

Technology

USE CASE

Employee Training, External Training

CHALLENGE

Empower learners to understand and use emerging technologies.

SOLUTION

Absorb LMS

RESULTS

CENGN is rapidly scaling client and employee training programs that upskill learners to use innovative technologies.

CENGN, Canada's Centre of Excellence in Next Generation Networks, has a huge vision to advance global technology innovation for the prosperity of all Canadians. As part of an extensive public-private ecosystem, CENGN empowers emerging tech enterprises to commercialize their products by providing a testing platform for technologies such as cloud computing, 5G and the Internet of Things. The organization also trains industry professionals and students in these cutting-edge technologies to create the talent pool companies need to scale.

Since CENGN supports some of the most advanced technologies, the company needed an LMS to facilitate full competency among internal and external learners. After thoroughly evaluating several vendors, Senior Manager of Training Programs Peter Heath explained why CENGN chose Absorb to ensure learners truly grasp the cutting-edge technical concepts driving innovation.

Why is training such a critical component of innovation at CENGN?

CENGN's testing service enables Canadian-based tech scaleups to accelerate commercialization of their products. At the same time, CENGN must ensure a skilled talent pool is ready to drive innovation forward. The technology components we deal with are often very advanced and most people have limited knowledge. Therefore, CENGN must build out and administer the training programs for internal employees, as well as our clients and even multinationals who work in these advanced areas.

Tell us about your learners' needs.

CENGN's learners include interns and fulltime employees, in addition to external learners at other organizations. We need to teach very complicated technological concepts to people with varying knowledge baselines, then confirm they've mastered the material well enough to leverage these cutting-edge technologies.

> **" Absorb is a great platform for CENGN to push learners toward true competence. "**
>
> — CENGN

So how does Absorb help you verify if learners master material?

We needed an LMS that enables our team to deliver blended learning and gauge competency in multiple different ways. We administer tests through Absorb. Learners may also be required to write and upload small computer programs or configuration files into the LMS for review. I especially like being able to put a checkpoint at the end of each eLearning course so learners must have a 10-minute interview to validate material comprehension. I can look at how they're doing in real-time and say, "That's great, you've really got it," or "Hey, I don't think you understood this. Please go back and study a bit more."

What are some additional ways you measure learning with Absorb?

I can closely track where learners are as they go through training modules, which is extremely easy and useful. We could never do that in the past. Before Absorb, we didn't have anywhere to properly house courses. But now, we've got assessment records all in the same place. It's not really about generating grades in the academic sense, it's about pushing learners towards true competence.

How does Absorb enable learners to access subject matter experts?

We are now able to record and house lessons from subject matter experts in Absorb. Connecting learners with experts was difficult before Absorb because experts would need to block out days for face-toface lessons. Now learners can carry on with their own work and watch experts when they're ready. It has certainly made things more efficient for us.

What would you tell someone who was considering Absorb?

The LMS gave me all the features I was looking for: blended learning support, in-depth assessments, higher degree of usability than any of the competitors, a personal touch from the beginning and better pricing. I would say Absorb is a very good value for the money.

See how Absorb can empower your organization

TALK TO US