

## How a retail store chain completely transformed their Store leadership training lifecycle

Leadership Training at retail store chain was being handled almost entirely on email and spreadsheets making it extremely challenging for the team to track new requests for training, manage trainer workload, and deliver training on-time.

A new custom app built on ServiceNow helped the team to move to a single place to manage the entire leadership training lifecycle. By embedding the app on the retail store chain unified employee portal, employees were enabled to leverage a quick 4-click process to submit new requests for training.

### Highlights:

- A unified system tracks and manages training requests, enhancing transparency and team collaboration
- Automated training summaries notify key managers upon completion
- Customizable insights on new recruits and promotions enable better forecasting and workload planning
- Structured surveys measure training success and identify improvement opportunities



*“50% of our time was being used for updating data into systems. We now have a single system that guides us through a standardized process.”*

*- Store Helpdesk Manager*



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