

An Improved Learning Experience

Supporting a strong culture of training from induction through to career development

Origin Energy is an integral part of Australia's energy landscape, exploring, producing, generating and selling energy to power millions of Australian homes and businesses every day.

National energy leader Origin Energy selected versaSRS to ensure that the Origin Learning Centre team could provide staff with seamless communication and an optimal learning experience.

The unforeseen benefit was an increase in staff morale and job satisfaction due to improved allocation of resources.

At the heart of this training is the Origin Learning Centre Team, which manages incoming internal training requests via the company's intranet.

Before versaSRS was implemented, staff requests arrived by Outlook email and were allocated on a first-come first-served basis to a team of 15 Learning Centre staff working from offices in Melbourne, Adelaide and Brisbane. The team categorised and responded to 20,000 requests a month, but once allocated, team members could not see what other team members were doing.

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“There was no way to guarantee emails weren’t lost, missed or deleted,” VersaDev Director Timo Bishop said. “There was no audit trail to see who did what and when, and there was no way to guarantee emails were responded to or resolved within a certain time. There was no way to ensure Service Levels were being attained.”

There was no way for the team to see how many unique requests were coming in over a given period, however the team estimated they were managing more than 50 new emails every day, and managing around 300 ongoing requests each month.

Over time, the number of enquiries grew in alignment with the number of courses being offered. The enquiries became harder to categorise but the team itself didn’t increase in number.

The Learning Centre team configured and deployed a hosted version of the versaSRS solution within a week

“The versaSRS interface is intuitive and similar to Outlook, so the uptake within the team was rapid,” Mr Bishop said. “Training a staff member took just half a day.”

Incoming emails are converted into Cases in versaSRS and then categorised and Service Level Agreements (SLAs) applied based on the incoming request. As email was routed into versaSRS via team mailboxes, requests were then automatically given the anticipated due date for closure.

“Automated responses are now sent to employees so they know that their enquiry has been received and is being attended to,” Mr Bishop said.

“Team members have visibility of all open, closed and pending requests. Every update or correspondence is logged for compliance.”

The built-in CRM in versaSRS is now updated with employee data on a weekly basis, and requests are linked to employees and their departments.

Email templates were introduced both to provide a consistent branding look and feel and to speed up communications and enquiry management for repeat processes.

“versaSRS makes it easy to produce management reports, and with this visibility into workload, the resourcing issues became clear,” Mr Bishop said.

“The team was soon able to provide clear evidence of resource demand. They can now share resources and manage their requests more easily. They can see who’s doing what, and as a consequence, job satisfaction has increased.

“Management use these reports to conduct trending analysis and forecast the impact of any new courses or services managed by the team.”

Extending The Team

Within 6 months, the Origin Learning Centre Team was joined by the Origin Learning Management System (OLMS) and OLMS Evidence Teams, all powered by versaSRS.

“As the system can be configured for multi-tenancy, each team can create their own SLAs,” Mr Bishop said.

“Many systems only provide one team with one set of priorities. versaSRS can be configured for multiple teams with their own unique sets of up to 10 priorities. A multi-tenant solution also means teams can reassign requests to one another and not impact their own SLAs.”

The OLMS team migrated its Outlook shared mailbox to versaSRS.

“This means the team can receive and manage requests for new courses holistically and with visibility into request status,” Mr Bishop said. “Course organisers now use email templates to respond promptly with relevant materials.”

The OLMS Evidence Team uses the Document Library functionality in versaSRS for storage of accreditation documentation against employee CRM records.

Now the Evidence Team store all accreditation in the Cloud, they can provide accreditation details at the employee’s request.

Empowering Customers

One of the most significant changes has been the introduction of a new Customer Service Portal with a built-in self-service Knowledge Base.

Employees use the portal to raise requests, read and reply, as well as finding their own answers in the Knowledge Base.

The Customer Service Portal also empowers the business to publish documents of importance to employees, such as PDFs, forms and presentations.

"This shared knowledge alone has reduced stress and helped the team to work as a team," Mr Bishop said.

The team can now use versaSRS to quickly distribute surveys to employees who have completed training courses. This information is reviewed by the business for future course improvements or development.

As a further step towards best practice in customer service, Employee Newsletters are distributed via versaSRS to employees based on course interest, attendance or non-attendance.

"The impact on team morale has been significant," Mr Bishop said.

"Everyone knows that everyone else is doing their best, even if they are in different locations people can collaborate to solve problems."

"From the induction point of view, it has made the handover to new staff very easy indeed."

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versaSRS & Business Transformation**

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