

Your greatest potential for growth may already be sitting down the hall.

Your people are poised to provide greater efficiency and innovation; they just need a catalyst. We partner with our clients to provide that catalyst by maximizing organizational strengths, closing gaps, and managing change.

What We Do

SCI IT Solutions (SCI ITS) helps support growth and manage change by taking a holistic approach to knowledge transfer and performance improvement.

We leverage technology to help improve learning outcomes.

We couple innovative approaches and technologies with traditional learning and development to help our clients grow employee expertise and nurture talent. Drawing on our experience with mobile application development, virtual reality, simulations, social media, and gamification, we will help you determine which solutions merit investment for your unique organization.

Our Approach to Human Performance Challenges

Human Performance Improvement

Training is not the answer to every organizational challenge. Implementing training that doesn't close the targeted performance gap can be a costly mistake. SCI ITS will help identify performance gaps, as well as their underlying causes, in order to recommend interventions that will make the best use of your resources.

Change Management

Any shift in company policies or processes is likely to have unforeseen negative consequences if not handled properly. We know that implementing a new technology or updating existing systems is only one part of puzzle. Effective change management is just as crucial as the change itself. Let us help you design the correct blend of internal/external communications, training programs, and support tools that you need to successfully manage organizational change.

Program Development

Too often companies target the symptoms of inefficiencies, instead of identifying the root cause. Understanding the many factors that can affect productivity is key to analyzing gaps and producing long-term effective solutions. SCI ITS can work with you to analyze the knowledge, capacity, and motivational factors that affect your employees and to develop programs that achieve successful results.

Custom Learning Content

Every organization faces unique challenges. Sometimes learning initiatives can be supported through off-the-shelf products, but often tailored content will produce better results. Our instructional and creative design professionals will help define your needs and develop effective solutions.

Learning Systems

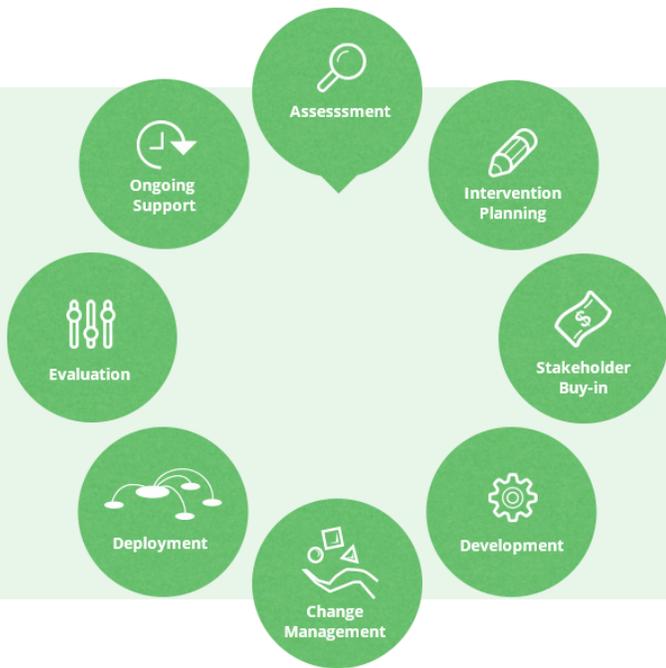
Getting your learning content into the hands of your employees is no small feat. Tracking its impact is complex; and making it relevant, available, and useful is the biggest challenge of all. Our experience in system deployment and administration can support you through custom application development, LMS/LRS/LCMS vendor selection, systems integration, change management, and ongoing administration.

Our L&D services include:

- Needs Assessment & Analysis
- Regulatory Compliance
- Knowledge Management
- Change Management
- Technical Documentation
- Program Development & Management
- Instructional Design
- Graphic Design
- 3D Modeling & Animation
- Virtual & Augmented Reality
- Desktop/Mobile Custom Application Development
- Learning Systems Selection & Integration

Some of our customers:

- Chevron
- Halliburton
- Noble Corporation
- Verizon
- Web.com
- Navy Federal Credit Union
- Chase
- Bank of New York
- MD Anderson Cancer Center
- UT Health Science Center
- Children's Hospital of Philadelphia
- Department of Defense
- National Institutes of Health
- Department of the Treasury



Learning Culture Lifecycle

SCI ITS offers a holistic approach to knowledge transfer and performance improvement. We support each step of the learning culture lifecycle.

We help our clients properly align change initiatives with business objectives. We are committed to a learner-centric design focus. From supporting a single project to an entire program, we have the experience to help foster continuous improvement and build a learning culture.

Our Approach in Practice

Client Challenge

One of SCI ITS's clients needed to implement software to replace deeply ingrained manual processes. The initiative would directly impact the daily tasks of 2500 users at remote, low-bandwidth facilities all over the globe. SCI ITS was engaged to design a change management program that would create a path to a successful system rollout.

Our Solution

Given the business critical nature of the application, the short timeframe for the transition, and the diverse user base, SCI ITS recommended and executed a scenario-based eLearning program that allowed the 2500 users a chance to interact with the software in contextually relevant situations. SCI ITS conducted a vendor selection process for a cloud-based learning management system and also developed custom software to allow for training delivery and completion tracking in the various remote geographies.

Results

SCI ITS designed, developed, and deployed the full change management initiative within sixteen weeks. The educational intervention led to an 80 percent training completion rate within 6 weeks of deployment and allowed for a successful rollout of the new reporting software. Ultimately, this program produced a significant reduction in yearly operational costs for the client.

Client Challenge

Many of SCI ITS's clients operate in highly regulated industries. Fluctuating requirements in combination with high employee turnover rates make it difficult for organizations to ensure regulatory compliance. Fines and mandated shutdowns present a massive financial burden. After receiving a series of penalties, one of our clients engaged us to help mitigate the risk associated with regulatory compliance in this shifting landscape.

Our Solution

SCI ITS developed a holistic change management program that encompassed a needs analysis, instructor-led and computer-based training, an internal communication campaign, and the development of performance improvement tools.

Results

Employees were quickly educated on industry regulations and the potential impact of non-compliance on both the company and on themselves. The communication campaign serves as an ongoing reinforcement for the training received and the performance improvement tools continue to mitigate risk as employees carry out their daily tasks.

To learn more about our experience or to schedule an exploratory meeting, please contact Jon Clark -- jon.clark@sciits.com