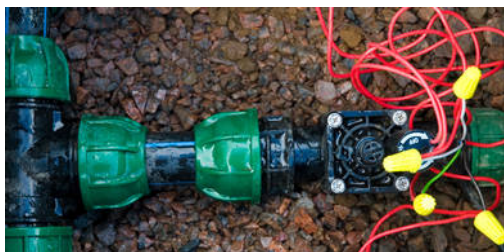




Customer Snapshot

Techtronic Industries enhances revenue and profitability with Infor Learning Management



Facts at a glance

Products: Infor® Learning Management

Industry: High Tech & Electronics

Country: US

“Infor Learning Management has allowed us to directly contribute tens of millions of dollars in revenue to the company, but I personally feel that the single greatest impact is the training department’s ability to help every employee to do their job better and with greater satisfaction.”

—Matt DeFeo,

Vice President of Leadership Development,
Techtronic Industries Company Ltd.

About the company

Founded in 1985 and listed on the Hong Kong Stock Exchange since 1990, Techtronic Industries Company Ltd. (TTI) is a world-class manufacturer of high-quality consumer, professional, and industrial products focused on the home improvement, hardware, and construction industries. TTI’s portfolio brands includes Hoover®, Dirt Devil®, Milwaukee®, Aeg®, Ryobi®, and Homelite®. With total revenue approaching \$4 billion (US), TTI is committed to continual improvement and innovation. To learn more, visit www.ttigroup.com/en/home.

Challenges

- Ensure employees are properly educated and proficient in key operational areas, such as the handling of returned goods.
- Increase revenue and improve savings.
- Demonstrate the tangible contribution of training and development initiatives to achieve corporate objectives.
- Create and deliver training materials quicker, and reduce training costs.
- Implement processes to track the usage of development collateral.
- Increase the number of employees participating in learning-related programs.

Benefits

- Enhanced employee proficiency and provided widespread operational advances.
- Reduced the cost of classroom training, recouping the complete investment in the training program initiative.
- Increased revenue by hundreds of millions of dollars and elevated profitability; 20% of the improvements were attributed to training activities.
- Reduced the rate of returned goods by 45%, which represents a savings of \$35 million (US) over a two-year period.
- Grew market share and improved profitability with increased sales, reduced costs, and enhanced operational efficiencies.
- Created and delivered training material faster with more efficient processes.
- Successfully connected every employee to training efforts and monitored individual participation across the company.

“We don’t want to build huge programs; we just need to produce highly effective, impactful development materials. We can now do this by creating, deploying, and tracking everything in one system—all at a reasonable cost.”

—Matt DeFeo, Techtronic Industries Company Ltd.

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