

EDUCATION TECHNOLOGY SOFTWARE

A global education technology software company that develops language, literacy and brain-fitness software. Best known for its language-learning solutions products. In 2013, the company expanded beyond language learning solutions to offer education technologies through acquisitions.

COMPANY INFORMATION

Industry: Software, educational technology

Contact: HR Generalist III

Ownership: Public

HQ: Virginia

Company size: 1000

This company is dedicated to changing people's lives through the power of language and literacy education—and to taking care of its greatest asset: its employees.

CHALLENGES

This RiseSmart customer pioneered the use of interactive software to accelerate language learning and is widely respected as an industry leader that cares deeply about helping people—including its valued workforce. Not surprisingly, when market expansion led to several acquisitions and reorganizations, the educational software company wanted to protect its impacted employees to the best of its ability. Continued negative feedback, however, told this company that its legacy outplacement provider lacked the connections, support, and tools employees needed to navigate the transition. It was time for a change. After thoroughly researching outplacement alternatives, they decided to make the switch to RiseSmart. Similar to this customer, RiseSmart uses interactive software combined with personalized coaching to help transitioning employees land their next jobs up to 60% faster than the national average.

SOLUTIONS

After engaging RiseSmart as its new outplacement provider, this educational software company found that employee feedback improved significantly. The company now heard comments such as, "My coach is awesome," "They really care about me," "My resume writer was wonderful," and "They are providing me the tools I need to get hired!" In addition to the flood of excellent responses, participant satisfaction scores climbed above 90%, while the average time to land a new job dropped to just 48 days, making the process 75% faster than the national average. Finally, as if the augmented services and time savings weren't enough, this customer also saw significant cost savings by switching to RiseSmart—over \$200.00 per employee participant.

SATISFACTION SCORES

88%



Overall

100%



Coaching

100%



Job Resources