

home store + more

How SeamsCloud LMS has allowed us to streamline our onboarding and training process.

ABOUT HOMESTORE + MORE

Home Store + More, Irelands leading independent homewares retailer began their journey in 2004 with their first store. Since then, the company has expanded rapidly with 29 stores in Ireland and the UK, and an ambitious future plan.

One of Home Store + Mores most important objectives is to ensure that customers leave their stores **delighted**. In order to achieve this objective colleague training is crucial.



971 Colleagues



29 Store Locations



47,185 Training Courses Completed

THE CHALLENGE

The Challenge - Logistically training over 971 colleagues across 29 locations can quickly become a headache.

Ensuring attendance at training sessions, and assurance that all staff members are adequately trained is a challenge.

Seasonal onboarding of new colleagues is a critical part in Home Store + More's success, however it puts lots of pressure on HR and Training departments at these times.

THE SOLUTION

In 2019 Home Store + More implemented SeamsCloud LMS online training platform across their business, which allows them to train all colleagues in all departments, remotely and quickly.

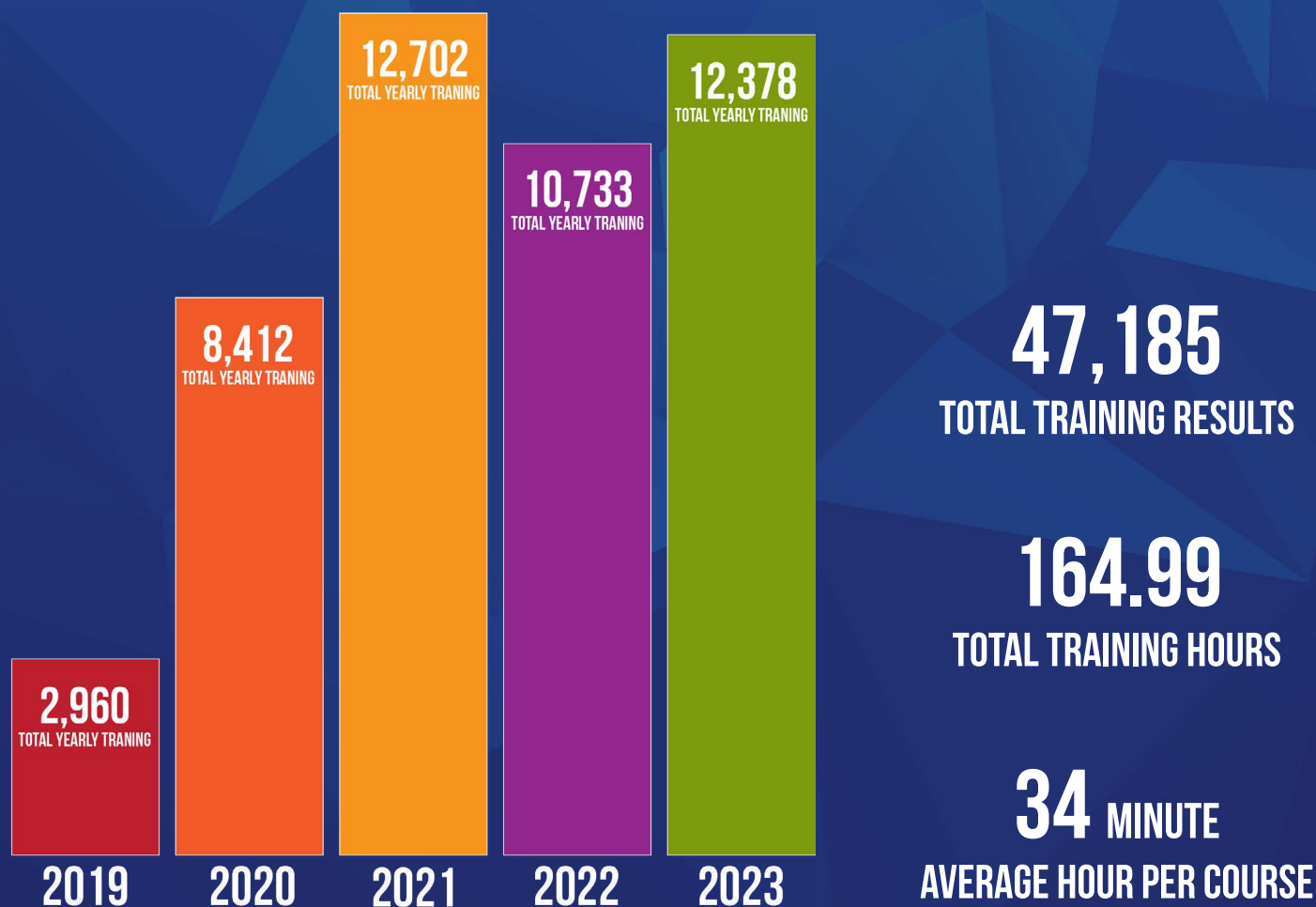
The LMS allows the company to train their 971 employees on 19 different eLearning modules, in an automated and structured manner. This means that all new onboards are automatically enrolled in the training courses applicable to them. New recruits can get up and running in a much more efficient manner. This makes seasonal onboarding of colleagues more streamlined than before.



THE SUCCESS

In the first month of the LMS system going live, over **1000** training courses were taken. This would previously have been a costly milestone to reach. One year on from implementation, Home Store + More have more **10,000** training records available on their LMS.

Whilst the majority of colleagues take the training courses in the mornings/lunchtimes, we see a number of colleagues taking the courses out of hours voluntarily, which means much less down-time in store.



The **value** that SeamsCloud gives us would be that it allows all colleagues to be trained up on induction training such as manual handling and customer service, so they are **fully equipped** before they even hit the shop floor. It has given so much **time back** to the store trainer, particularly important when a large part of our recruitment takes place at seasonal times. It also ensures we have a **consistent** approach to our training, and it's a great first impression for new colleagues and sets a **high standard**.

SeamsCloud was **hugely effective** in training all colleagues in the Covid-19 social distancing, and allowed us to reach over a thousand colleagues in one go. This took a **huge weight off the shoulders** of our management team in these busy & uncertain times.

J.D - L&D MANAGER, HR BUSINESS PARTNER

