

RV SUPERSTORE USES E-LEARNING TO ROLL OUT NEW TECHNOLOGY

The Story of Lazydays and Intelladon



Learning a New ERP with No Downtime

Lazydays, the world's largest single-site RV dealer and service center, is located just outside Tampa, Florida.

In 2010, the company was preparing for an upgrade of Microsoft Dynamics AX across its operation of 500+ employees. The application, a comprehensive enterprise resource planning (ERP) solution for midsize and larger organizations, is mission critical for Lazydays.

The challenge was how to roll out the new AX version and train all staff as quickly and seamlessly as possible to minimize the productivity impact on the organization.

More Than One Reason to Select an LMS

While Lazydays was evaluating the prospect of implementing a learning management system (LMS), it became apparent that an LMS could have an immediate positive impact on the organization in other areas:

- Compliance training in such areas as safety and workplace harassment is not optional for Lazydays and required a great deal of time and resources to implement, track and manage.
- New-hire training and orientation were also areas that required significant resources.
- Additionally, employee development through product training and personal development training was also an important driver.

Targeted, Customized Training for Dynamics AX

In June 2010, Intelladon recommended and Lazydays selected Cornerstone OnDemand's learning management system.

Since implementing its LMS, Lazydays has created customized online training for Dynamics AX to support its Sales, Service and General Operations staff. Topics include:

- Basic navigation
- How to clock in/clock out
- How to create favorites

In October 2010, Lazydays used Cornerstone's LMS to assign the online training to its entire staff, specialized for each department, prior to the Dynamics AX rollout. The online training enabled the staff to:

- Watch tutorials to see the new interface
- Become familiar with the navigation and key functions that were new or different before they had to begin using the software



Executive Summary

The Challenge

Roll out an upgrade of Microsoft Dynamics AX across its operation of 500+ employees

The Solution

Intelladon Services

Selection, Implementation, e-Learning Bootcamp and Administrative Support

Learning Solutions

Cornerstone OnDemand and Articulate

The Result

Employees were better prepared for the new AX software and there were additional training benefits in the areas of hiring, employee benefits enrollment, compliance and more.

New-Hire Training Goes Online

Lazydays has also used its Cornerstone OnDemand LMS to assign mandatory online training to its new hires, such as:

- Safeguarding customer information
- 8300 – Money laundering (a government-required course)

This information was previously communicated to new employees through instructor-led training sessions.

By implementing this training online, Lazydays was able to cut employee training time in half and eliminate the ongoing need for instructors. The company is also assured that its course content and delivery is consistent.

Improved Product Training

Lazydays has also developed and assigned product training to employees to communicate product features, terminology, benefits and price ranges. Employees are able to return to this training repeatedly when they need a refresher on specific information.

Benefits Enrollment Made Easy

In addition, Lazydays has used its LMS to assign employees an online presentation for its open enrollment for benefits to ensure that everyone received this critical information in a timely manner. Using online training eliminated the need for repeated presentations of the material when there were employees who were not available to attend a corporate session on the topic.

Comprehensive Training Catalog

Employees have also proactively searched the LMS catalog, which contains thousands of courses, to find topics to further their personal development, including courses on desktop software (Excel, Word, Windows, Outlook and SharePoint), leadership, communication, grammar, customer service, negotiation, time management and more.

Lazydays also plans to assign additional mandatory online training to support its compliance with forklift safety, food safety and harassment policies, as well as additional management and leadership training to support the development of its staff.

A Successful AX Rollout

Following their online training, Lazydays employees were better prepared for the new AX software, which minimized downtime, and conversion support was minimal compared to prior software releases. The rollout was seamless and successful.

About Lazydays

Lazydays® was founded in 1976 with two travel trailers and \$500. The company's focus on unparalleled customer service has made Lazydays the largest single-site RV dealership in North America. Located in Seffner, Florida, the company has over 1,000 new and preowned motorhomes, travel trailers and fifth-wheels available for retail sale to the public or for wholesale to RV dealers.

Insights from Lazydays

Only a few months after selecting and implementing the Cornerstone OnDemand LMS, the solution has enabled Lazydays to:

- Increase employee productivity
- Decrease the time to bring new employees aboard and become productive
- Ensure compliance with HR requirements and government regulations
- Decrease in-person instructor training resources
- Increase employee development