



# PERFECT PAIRINGS

eLearning Tailored to You



J.M. Smucker Company

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**In a world run by competition and hustle, many businesses feel the heat.** Those at the top are not shy to pressure, and many often find opportunities to rise above the occasion into fruition. With 115 years of operation, the J.M. Smucker Co. decided to take the next step to maintain one of its deeply cherished goals: the mutual respect of their employees and an atmosphere that makes people proud to work there.

Wanting to further the success of the business, and the achievement of 8,000 individual employees, the company decided to reevaluate its corporate training. **Enter OpenSeame and the open doors to a new, competitive edge.**

# THE CHALLENGE



Shane Dement is a corporate trainer with the J.M. Smucker Co. His office is located in the company's corporate office in Orrville, Ohio, but his responsibilities span the United States and stretch into Canada.

"We have two to three thousand folks in our corporate office, another corporate office in San Francisco, and four or five thousand employees in our 25 manufacturing facilities across the country," said Dement. In addition, J.M. Smucker Co. "just purchased Big Heart Pet Brands" and has "one small plant in Canada."

Dement's job is to design and deliver training courses to each and every employee across the country. It's not easy.

"There are really three specific courses that my team is responsible for," he said. "One is really about the history and the heritage of the J.M. Smucker Co. Beyond this, we also do a critical thinking training, that applies to all employees, and what we call a 'People Management' course, which is a leadership course."

The courses were divided across the company where they would be of most use. The salaried, corporate office employees participated in the history and heritage course along with every hourly, manufacturing employee. For the salaried managers spread across the country, "People Management" was reserved. Additionally, training was administered for every position incorporating safety regulations, equipment operations, and best practices. The challenge, according to Dement, was to find a way to deliver all courses with the same level of consistency and efficacy—regardless of when they were taught and who was taking them. With so many employees spread out across the country, it was difficult to find a way to ensure that the right employees were being trained in the right areas at the right times.

"What we found over the years is that we still needed more," Dement said.



# THE SOLUTION

There's a lot of on-the-job training that takes place within the J.M. Smucker Co. food facilities. Every piece of machinery, every position, requires training. To properly care for all components of a manufacturing line, from variable-frequency drives, to bearings and all other parts, technicians needed to be properly trained.

The J.M. Smucker Co. needed a user friendly tool that would allow it to effectively train large numbers of people—and it needed to be cost effective.

Cost was a key driver in the decision to choose OpenSesame, according to Dement. So was the service's ability to offer a one-stop shop for learning. The system had to be easy to operate by HR employees across the country, who are not IT professionals.

"As we started to look at potential service providers, the things we liked about OpenSesame were the breadth of courses they have, the potential to integrate with the system that we use and the price, which was very competitive," said Dement. "From a customer service perspective, it has been great."

To further the success within their company, and the training of 8,000+ individual employees, the J.M. Smucker company was able to find a reliable and accessible relationship with OpenSesame. To be one of America's leading manufacturers, it is best to have the world's leading training repertory behind you.



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