

SUCCESS STORY

MEDLINE'S NEW TRAINING SOLUTION: CHRONUS SOFTWARE

THE CHALLENGE

To Medline, the leading provider of medical supplies and clinical solutions, a positive onboarding experience is key to improving employee satisfaction and morale. In the spirit of continuous improvement, they decided to upgrade their training method and chose Chronus software to manage their new hire program, which consisted of 285 employees participating in 11 different tracks.

THE CHRONUS SOLUTION

Medline sought an improved solution that would:

- ✓ Keep track of how trainees were performing
- ✓ Provide visibility to trainers and managers alike
- ✓ Be easily customizable for all 11 training tracks

They selected Chronus software to help them manage their field-training program because they knew it could accomplish all of this and more.

Daniel Plyman, Training & Development Manager said, "I have nothing but high marks for how Chronus has treated us, like we're a number-one customer. I feel like everyone has gone out of their way to help us. I've been on conversations with Chronus software engineers talking about our special needs and later, there it is, just what I need online."

With Chronus software in place, Medline has vastly simplified their process. Rather than using numerous spreadsheets, Medline's trainers and trainees now follow one streamlined tasklist with documents and videos attached to applicable tasks. An activity

CHRONUS SOFTWARE FOR NEW HIRE TRAINING

 **150+**
NEW HIRES
EVERY YEAR

25+ 
MANAGERS

 **140+**
TRAINERS

11 DIFFERENT
TRAINING
TRACKS

12
MONTH PROGRAM

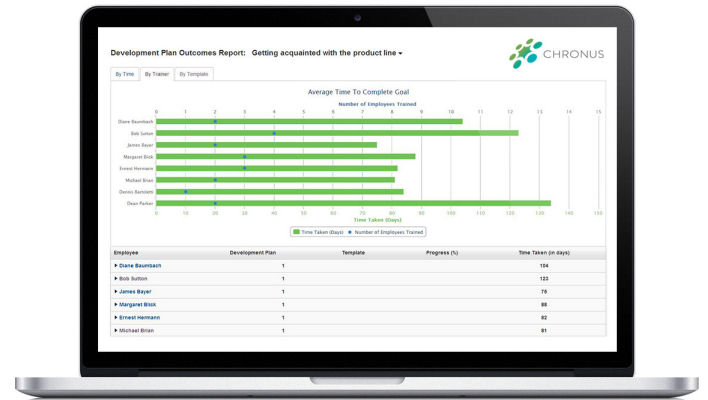
98% RATED
THEIR
TRAINING
CONNECTION AS EFFECTIVE

“IT'S MAKING OUR TRAINEES
BETTER SALES REPS.”

overview pulls completion data into a centralized location, which ensures easy viewing for managers even if they have multiple training pairs to monitor.

Some of Medline's favorite Chronus features include:

- ✓ Milestones to mark successes
- ✓ Ability to attach resources (documents and videos) to tasks
- ✓ Intuitive interface for admins and users
- ✓ Embedded activity reports in survey forms for easy access
- ✓ At-a-glance activity overviews of trainee progress



Chronus software reports

Plyman explained, "We're molding the Chronus tool into the way we're working. We've been able to make training transparent and people accountable. Because of that, it's just human nature—our people are going to make sure things get done."

In addition, Chronus has improved efficiency for admins and overseers of the program. Plyman said, "The interface is so intuitive. When we have a trainer sign up, I rarely get an email or a call with questions on how to use Chronus. It speaks volumes on the quality of [the] design. This program is just one of the things I work on and not having to sit on it all day long is awesome."

A NEW FUTURE WITH CHRONUS

Currently, Medline is using their Chronus-powered training program with their North and South American new hires. Due to the success, Medline has already rolled it out to their European employees and plans to do so for their employees in Asia as well.

At Medline, Chronus software has changed the way they run their training. Plyman explained, "Most of the sales reps I talk to love Chronus. The new system allows for greater transparency, giving our sales trainers and managers real-time access to the reps' progress. And not only do I see their progress, but our sales training leaders and our managers can see it too."

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ABOUT CHRONUS

Chronus is the leader in mentoring software. Our configurable platform is powering hundreds of successful mentoring programs for some of the worlds largest companies, educational institutions, and professional associations. With unique MatchIQ technology, a guided experience for participants, and the most configurable platform in the industry, Chronus enables mentoring programs to efficiently scale and drive more strategic value for organizations worldwide.



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