No Team?
No Budget?
No Problem!

Oregon may not be the obvious choice for the location of a pool accessory company, but what the state lacks in sun hours, it makes up for in forestry. For more than 85 years, S.R.Smith has specialized in pool accessories, such as diving boards, slides, lifeguard chairs, lifts, and lane lines. And the timber in Oregon has been used in the diving boards since the company first started in 1932.

Although SR Smith has less than 50 users, ClickLearn still provides great value for the organization, which uses it to onboard new users in their Dynamics 365 solution and as a way of making updates to the system quick and painless.

> I'm not a big show user, but I'm a user that sees the value that it has for the company without having an official training team. It's working for us as a small organization

Tina Silver, Senior Business Systems Analyst, S.R. Smith

Before having ClickLearn to automate the process of creating content, Silver created all the training content in Microsoft Word.

> ClickLearn has saved my life! I was previously using Word and had to create everything on my own and spend hours creating documentation. Having ClickLearn know the field names and create the documentation, so I only have to do minor wording updates is priceless! ClickLearn not only makes creating the learning documents quick and easy, but it also provides a portal for users to access from within Dynamics 365.

Tina Silver, Senior Business Systems Analyst, S.R. Smith

Tina Silver (Senior Business Systems Analyst, S.R. Smith) will share details on this customer success story live on stage, joined by Customer Success Manager Christine Eltz on 13 Oct, 12:30PM – 1:20PM CDT, GRBC - Third floor, 351C

About SR Smith

- 200 employees

- Tina Silver first discovered ClickLearn through User Group Summit in Orlando in October 2019

- Purchased ClickLearn, and was able to produce content for their CRM deployment before their rollout of Dynamics CRM in November 2019

- Initial rollout was for 10 users - grown to include the Sales team (approx. 14 users), some Operations, Marketing, and Accounting users, and a new Australian acquisition

Current use of ClickLearn

- 7 projects – 6 in the U.S., 1 in Australia with 35 recordings

- Converted 6 projects from ClickLearn Classic to Attain

- Hyperlinks on Portal pages and links to the training from within Dynamics 365