

THE FORCE



Ismaya using 'The Force' to deliver training to their 10 different Brands all in their one App

What were the biggest issues your company was facing before you implemented World Manager?

Our business operates over 10 different brand and lifestyle concepts, so delivering training in a reliable way has always been challenging. We needed to be able to deliver consistent training, track and monitor completions stats and set and report on daily tasks so we could review and track operational efficiencies from a central point. The goal was becoming more pressing as we continued to grow across regions and add on more concepts.

Has the implementation of World Manager assisted in solving these issues?

Yes, since we have implemented The Force – our World Manager platform, we are now able to ensure our Troopers (our employees) are completing the right training for them, and we can be confident they are seeing important business updates.

Our managers are asked to complete checklists to ensure each outlet is completing their daily tasks so we can report on all operational aspects of the business.

How did you execute a successful launch to the business to ensure great engagement from the start?

We chose to do a roadshow and visit each of our outlets prior to launch, to build interest and excitement. Then we launched with mandatory performance reviews to our entire business using the appraisals tool. This was a great way to introduce users from all brands onto the platform and familiarise themselves with its various functions. We also made sure to get the managers on board first to lead by example.

What were you using for communication before implementing the World Manager platform?

We relied heavily on Emails and freeware messaging apps such as Whatsapp and Line which has its' restrictions in surveillance and documentation. We couldn't be sure who was seeing these messages and who wasn't, making it difficult to assign and follow up tasks. The Communication Suite – in particular, manuals and files and notices tools - helped change this. We can now ensure that our content is targeted to the right people and that the most up to date version is always available. We now target our tasks and communications to ensure compliance and completion.

What have been the biggest advantages to implementing World Manager?

Timesaving and flexibility have been the biggest advantages. We now spend our time focusing on opening new concepts and outlets, instead of using those hours to deliver training or manually follow up tasks.

How has the platform helped you deliver your message to your multiple brands and venues?

We love the flexibility of having one system that can be completely tailored to the end user, by creating a branded platform with access to only the tools they need. We built training for our individual locations, using the ACTIV tool, in multiple languages to ensure the user understands the content and can continue to learn and grow in their role. Even managing face to face training events is easy using the calendar and events tools. We manage registrations via the platform which gives us a record of attendance for compliance purposes.

“The World Manager platform has been a game-changer for us! We couldn't deliver the volume of training and communication to our multiple brands and concepts without it.”