



## Lectora Case History



### Profile

Best Western International Inc. is The World's Largest Hotel Chain®, with 4,200 independently owned and operated hotels. Based in Phoenix, Arizona, Best Western employs 1,076 people and offers more than 316,095 quality guest rooms located in 80 countries and territories throughout the world.

Best Western offers training services to its member hotels and has introduced a new series of mandatory courses for all members. With worldwide locations and a limited number of trainers, an elearning solution was essential.

### Challenge

Developing online courses that could be accessed by all associates presented a challenge because there wasn't a set technology standard among all hotels. Each hotel owner determines the type of computers and systems used at their locations resulting in a wide variety of machines, screen sizes and technology platforms.

"In the beginning, we thought we'd simply publish the courses on CDs or possibly have a third party host courses on the Web, but we really needed to track who had signed up for courses, taken the courses, who passed, etc. so we began to look at an learning management system (LMS) solution—that's when we got involved with Trivantis," said Julie Metelski, Best Western hospitality and management trainer.

### Solution

Our IT group wasn't keen on supporting and maintaining an in-house system LMS so Trivantis'

CourseMill LMS Services—a hosted learning management system—was a perfect choice for us. We're able to track and monitor our learners' performance without adding additional IT support or equipment," added Metelski.

"We've really utilized Trivantis as a partner in our elearning program. In addition to implementing Lectora and CourseMill, we've also engaged Trivantis' Custom Development Services (CDS) team to build the first course in our mandatory series. The Trivantis project manager kept the project on schedule. CDS is also scheduled to produce the two remaining courses in the series.

Our first course was professionally done and extremely intuitive. Regardless of ability, all of our associates are learning to use the course," said Metelski.

*"The course that Trivantis' CDS team created has gotten an amazing response from our members. Hotel owners of varying skill levels are able to easily use the course."*

### Results

In just over two months, Best Western completed the development of its first training module, brought the CourseMill learning management system online and launched its first elearning training initiative for its North American hotels. Soon they'll be rolling the course out to their international members "We currently have 380 users accessing CourseMill and taking the first required training course. We could not have accomplished this without Trivantis' help and great products," added Metelski.

**For more information, contact Trivantis toll-free (877) 929-0188**

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