

# Case Study: CAPS-eLearning



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## Client Situation

CAPS (Complete Air and Power Solutions) is Australia's largest privately-owned air compressor and power generator solutions company. Over 180 team members serve international customers from nine locations across Australia and overseas. CAPS specializes in engineering custom solutions for Australia's toughest industrial applications and conditions and services the mining, construction, medical, and automotive industries.

CAPS' competitive advantage is distinguished by its skilled and educated workforce. Management's training goal was to provide their office and dispersed, field-based workforce with technical product and service training on any device, anytime and anywhere. Damstra's eLearning solution would overcome previous limitations due to location and time zone.

## Challenges

Prior to implementing eLearning, CAPS was facing the following training challenges:

- **Competitive Workforce**  
The need to train highly skilled, expert field technicians who operate in multiple locations and time zones.
- **Expense Management**  
The need to reduce expenses for travel, lodging, and training facilities. Previously, a specialist traveled for weeks to cover all locations when conducting technical training.
- **Training Quality, Consistency, Timeliness**  
To maintain product and service competitive advantages, CAPS needed to train using consistent, timely, measurable, and engaging content.



## Damstra Solution



ELearning offers intelligent, connected enterprise learning, with Learning Management Modules including Training Needs Analysis, eLearning, and 360 Degree Virtual Reality.

### Damstra has helped CAPS:

- Offer online training
- Create multimedia training for eLearning lessons on Technical Excellence
- Develop in-house content quickly
- Test training knowledge with interactive quizzes
- Assign lessons with immediate access via the mobile application
- Support the supervisory requirements for training
- Send enterprise-wide communications quickly and easily

## Outcomes

Since implementing eLearning Management, CAPS reduced training/travel expenses and improved the overall consistency, timeliness, and quality of its training.



### EXPENSE MANAGEMENT

Using eLearning, CAPS' annual recurring training costs were **reduced by 50%**.



### TIMELINESS, CONSISTENCY, QUALITY

Overcoming previous limitations due to location and time zones, training sessions viewed by field workers via Damstra's mobile application were instantly available. Interactive quizzes measured content recall. An on-demand video library **eliminated lost time** on the job.



### COMPETITIVE WORKFORCE

eLearning has bolstered workplace culture with on-demand training content that is engaging and supportive of customer product and service requirements.

## ABOUT DAMSTRA TECHNOLOGY

ELearning is a module on Damstra Technology's Enterprise Protection Platform (EPP). This comprehensive platform helps organisations maximize performance, safety, and profitability by orchestrating disparate processes and technologies.



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