DigitalChalk Case Study:

QSR Automations' Training Transformation

DigitalChalk User Forum

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Introduction

In this case study, we will explore how QSR Automations, a leading provider of solutions for the hospitality industry, revolutionized their training programs by leveraging the power of the DigitalChalk Learning Management System (LMS). We will delve into their situation, the challenges they faced, the solution they implemented with DigitalChalk, and the impact it had on their business.

QSR Automations: A Brief Overview

QSR Automations, founded in 1996, specializes in solving operational challenges in the back of house of restaurants. Their initial focus was on quick-service restaurants, where they developed a kitchen video solution to streamline operations for their clients. Over the years, they expanded their offerings to include hosts and graphical solutions, team member training opportunities, and off-premise solutions. Today, they serve 21 of the top 25 restaurants in the United States and have over 70,000 installations worldwide.

The Challenge: Outdated Training Methods

Before implementing the DigitalChalk LMS, QSR Automations relied on a five-day, in-person training program. This approach posed several challenges for the company. Firstly, it was a significant time and resource investment, requiring employees from around the world to travel to a central location for training. Secondly, the effectiveness of the training was limited, as participants tended to only retain information from the beginning and end of the program, leaving valuable content in the middle forgotten. Lastly, the training sessions took employees away from their regular work, affecting productivity.

The Solution: Embracing DigitalChalk LMS

Recognizing the need for a more efficient and scalable training solution, QSR Automations turned to DigitalChalk. The DigitalChalk LMS offered a comprehensive eLearning platform that eliminated the need for the five-day, in-person training program. Employees could access training materials and resources online, at their convenience, from anywhere in the world.

One of the key advantages of DigitalChalk for QSR Automations was its ease of use. Not only was it user-friendly for the employees accessing the training content, but it also made content creation a breeze for the QSR Automations team. The platform provided intuitive tools for building engaging and interactive training materials, ensuring that the learning experience was both effective and enjoyable.

The Impact: Saving Time and Enhancing Knowledge Retention

The implementation of DigitalChalk had a significant impact on QSR Automations' training programs. Firstly, it saved the company valuable time and resources by eliminating the need for in-person training sessions. Employees no longer had to travel to a central location for training, freeing up their time to focus on their regular job responsibilities.

More importantly, the DigitalChalk LMS proved to be a game-changer in terms of knowledge retention. With the ability to access training materials on-demand, employees could revisit the content whenever they needed a refresher. This resulted in a decrease in calls to the helpdesk, as employees had easy access to the information they needed to perform installations, customizations, and configurations. Additionally, the platform allowed QSR Automations to send personalized links to specific training videos, further enhancing the learning experience for their employees.

Customer Support: Going Above and Beyond

QSR Automations also praised the exceptional customer support provided by DigitalChalk. Whenever they encountered a question or issue, reaching out through the platform's support channels resulted in prompt responses within one business day. The support team was friendly, thorough, and kept QSR Automations updated on the progress of their inquiries. This level of support proved invaluable in ensuring a smooth transition to the DigitalChalk LMS and addressing any concerns along the way.

The Future: Continuous Improvement

QSR Automations continues to leverage the power of the DigitalChalk LMS and is currently in the process of updating their training content. With the ongoing updates, they aim to further enhance the learning experience for their employees and stay ahead in an ever-evolving industry.

Conclusion

The QSR Automations case study highlights the transformative power of the DigitalChalk LMS in the realm of training and development. By embracing the platform, QSR Automations successfully overcame the limitations of their outdated training methods, saving time, enhancing knowledge retention, and improving overall efficiency. With the exceptional support provided by DigitalChalk, QSR Automations experienced a seamless transition and continues to benefit from the platform's user-friendly interface and robust features. As they forge ahead, QSR Automations remains committed to continuous improvement, ensuring their training programs stay relevant and impactful in the dynamic hospitality industry.