

— Success Story —  
**SOLUTION  
SNAPSHOT**

## **BUSINESS OBJECTIVE**

M.U.D. is using SAP HR as its primary HR system of record for personnel and organizational data and the training department offers training and compliance programs for a workforce of an approximate 860 employees of whom 633 are union hourly employees and 227 are salaried employees. M.U.D. utilized various methods for tracking learning activities such as attendance of courses, certification, qualifications and compliance training. These methods included Excel spreadsheets and a custom MS Access database to track licenses and certification. In addition, M.U.D captured and stored Operator Qualifications in a custom Infotype in SAP HCM. M.U.D required the implementation of an enterprise wide Learning Management System to streamline and standardize training delivery and tracking as well as provide a single system of record for reporting and compliance. M.U.D. of Omaha uses mixed content delivery e-learning, instructor led, mentoring and on-the-job training.

Key objectives of this implementation included:

- Implementing a single enterprise wide Learning Management system to replace manual tracking of training and compliance activities.
- Streamline tracking of operator qualifications in a consolidated system for reporting.
- Migration and sunset of existing manual tracking and custom Access Database.
- Migration of existing Operator Qualifications from SAP HCM Personnel Record.
- Automating training assignments for learners.
- Integrating Skillsoft catalog into SuccessFactors Learning.
- iContent deployment for online content.



**METROPOLITAN**  
UTILITIES DISTRICT

### **HEADQUARTERS**

Omaha, Nebraska USA

### **WEBSITE**

<http://www.mudomaha.com/>

### **INDUSTRY**

Public Utilities

### **COMPANY SIZE**

860 employees

### **FOUNDED**

1913



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## THE CHALLENGE

Along with the typical challenges with aligning business processes and migrating legacy data, M.U.D utilized a custom PA Infotype in SAP HCM to store Operator Qualifications. M.U.D required the migration of the currently stored qualification as well as replicating the Operator Qualification process within SuccessFactors Learning.

## THE SOLUTION

With the help of hyperCision, M.U.D successfully implemented and deployed SuccessFactors Learning with Skillssoft integration to all company employees. The Operator Qualification process was optimized and a process was implemented in SuccessFactors Learning utilizing a new Item Type, corresponding Completion Statuses, Curricula, and Assignment Profiles.

## THE RESULTS

All of the populations at M.U.D were positively impacted by the deployment of SuccessFactors Learning. These benefits include a streamlined user experience, increased training assignment automation for safety and compliance training, and consolidation of multiple sources of training tracking resulting in a single source reporting for all training completions.

### CORPORATE FACTS

Metropolitan Utilities District (M.U.D.) is the only metropolitan utility district in the State of Nebraska. M.U.D. is a public utility and proud to be customer-owned. M.U.D's mission is to provide safe, reliable, and cost-effective natural gas and water services to the community. As the fifth largest public gas utility in the United States, M.U.D provides a product and service at rates that are lower than area investor-owned utilities and among the lowest in the Midwest. The District serves natural gas to 223,080 customers in Omaha, Bennington, Fort Calhoun, Springfield, Yutan and Bellevue. The District provides safe drinking water to 207,026 customers in Omaha, Bellevue, Bennington, Carter Lake, La Vista, Ralston, Waterloo and the Papio-Missouri Natural Resources District (which supplies water to Fort Calhoun). Besides providing natural gas and water to customers in the metro area, M.U.D also provide a cost-saving service to municipalities by collecting sewer use and trash fees.



**METROPOLITAN**  
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“*Metropolitan Utilities District conducts extensive training for 860 employees in a wide range of courses including Safety and Security compliance training, operator qualifications for natural gas distribution, and supervisory soft skill development. Metropolitan Utilities District needed a better way to manage their classroom training, recordkeeping and eLearning efforts which are key components to our continued success. Our new LMS will allow us to reach more employees with significantly less resources while potentially saving the organization valuable time and effort. For the first time, it has allowed employees to have a degree of control over their own learning.*”

**Michael McIllece**

Human Resources Generalist,  
Employee Development

**Marc Willis**

Safety & Security Compliance Analyst

**Jerry McCabe**

Safety Training Specialist



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www.hypercision.com

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