

Company Profile

ITI Online is a full digital training suite which enables knowledge to be delivered in the most efficient way possible, directly to you. Explore our training libraries below or request a demo to see how ITI Online can assist with your own unique educational goals.

STUDENT LOGIN

Lost Password or User Name? Click Here!

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|-----------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------|
| <p>Engineering Library ASME Approved Rigging Engineering Courses</p> | <p>Crane & Rigging Library Basic to Advanced Rigging, Certification Prep, Heavy Equipment Training</p> | <p>Technical Library Plant Operations, Maintenance Management, Electronics</p> | <p>Safety Library General Health & Safety, HAZWOPER, Regulatory Compliance</p> |
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ITI Content Libraries ← Over 400 Courses & 1,000 Lessons Available

Industrial Training International is a training service provider for industrial workers. Its full course library provides flexible solutions for all industrial training needs. Instructor-led courses at client locations and ITI Training Centers, as well as the largest online industrial training course library in the world, ensure that all clients experience the ITI difference with every course.

Business Challenges and Needs

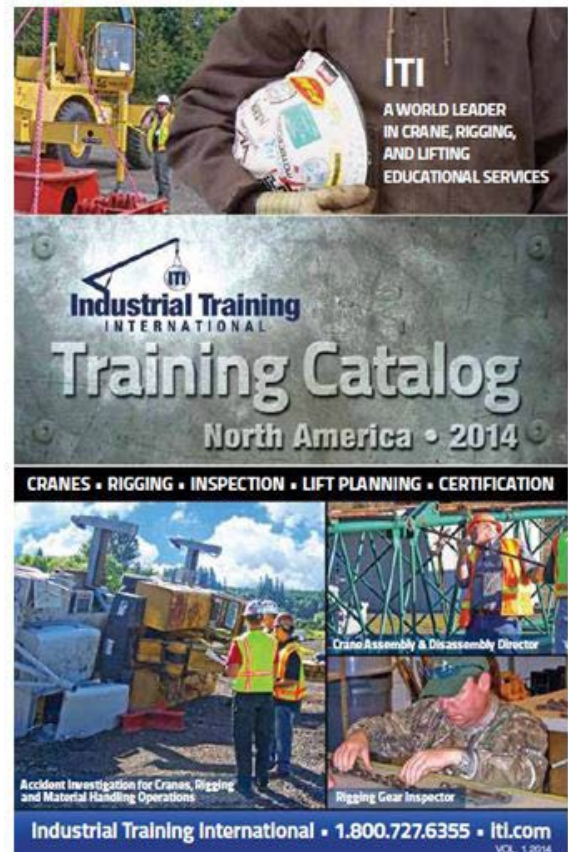


Industrial Training International was using paper and excel sheets for managing field service operations. Profitability from managing complex training events was difficult to track. Those software could not manage a changing business process. As a result, Industrial Training International wanted something that could easily be customized and scaled. A lot of scheduling and training program management was done using paper and excel sheets. Clearly, there was a need of better document management. Alongside service orders, Industrial Training International also had to track applications and time off requests.

No categorization of trainers per skillsets or geographical areas made the scheduling difficult. There was a need of decreasing other inefficiencies to accomplish faster growth and service customers better. A quick-to-implement cloud-based field service solution was what was needed.

Strategic Engagement

A seamless solution that tracked work orders, technicians and profitability was the next obvious step. BiznusSoft started this engagement with a commitment to deliver value fast to aid growth. BiznusSoft initiated the engagement with its SMART project management approach. This approach introduced a controlled process for outcomes that were more Specific, Measurable, Achievable, Realistic and Timely.



As a quick win, Industrial Training International Implemented Service Order Management and scheduling modules of BiznusSoft Field Service. In addition, the BiznusSoft team built custom reporting on salesforce to help the team with profitability and program costing metrics.

The BiznusSoft team also designed a tool to help the administrator schedule the event venues along with personnel, to better manage resources.

Biznussoft Field Service Solution Benefits for Industrial Training International



- **Centralized Data Management**

The 360-degree page provides a holistic view of Account, Contacts, Quotes, Work Orders, Installed Product, Sites and specific Account related documents.

- **Events and Service Order Management**

Biznussoft Field Service solution provided Industrial Training International the capability to easily build service orders for customers/prospects for training programs.

- **Customer Invoicing**

Industrial Training International utilizes an integration Field Service for billing, along with the labor and material details within the invoice of the service order.

- **Scheduling/Dispatch Management**

Biznussoft Field Service Dispatch Console provides Industrial Training International with drag/drop capabilities to assign work orders to trainers by viewing their availability on the calendar. This capability assists with managing a balanced workload across the workforce in specific geographies, training functions, among others. The Dispatch console also enables dynamically changing work assignments and manage ad-hoc as well as planned events.

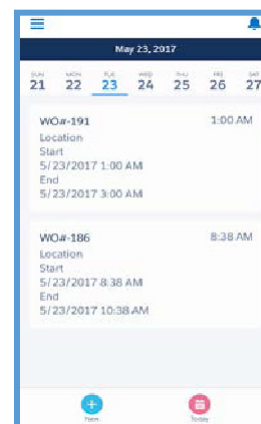
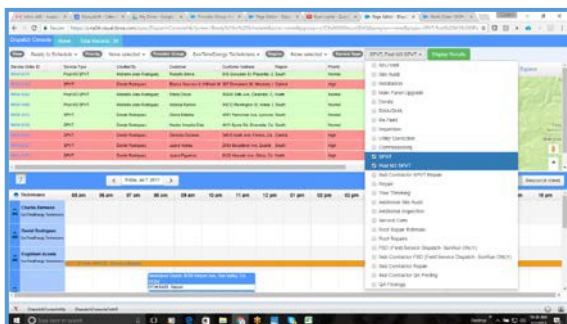
- **Dashboards/Reporting**

FieldService360Reporting and Dashboard capabilities ensure each team member has access to organize wide data analytics as well as individual performance indicator metrics to better plan their work. Reporting also helped in generating ad-hoc and weekly profitability reports as well as restocking Purchase Orders for the technician trucks.



- **FieldServiceMobileSolution**

1. View/Update Work Order Information as required.
2. Take Equipment pictures of the site & upload to the work order.
3. Quote, Invoice and receive payment from the mobile
4. Capture digital signatures from the customer confirming that service has been provided.



Biznussoft HR Solution Benefits for Industrial Training International

Applications

| Candidate | Job Name | Application Date | Status | Application | Interview | Other | Hold | Rejected | Request |
|-------------------|----------------------------------|------------------|-------------|-------------|-----------|-------|----------|----------|---------|
| Renecca Lauber | Technical Support Representative | 3/11/2016 | Application | Interview | Other | Hold | Rejected | Request | |
| Tom Kelly | Head of Marketing | 3/11/2016 | Application | Interview | Other | Hold | Rejected | Request | |
| John Rock | Cottidian | 3/11/2016 | Application | Interview | Other | Hold | Rejected | Request | |
| Ken Kaneki | Software Programmer | 3/11/2016 | Application | Interview | Other | Hold | Rejected | Request | |
| Ken Kaneki | Project Manager | 3/11/2016 | Application | Interview | Other | Hold | Rejected | Request | |
| Jessica Adams | Cottidian | 3/11/2016 | Application | Interview | Other | Hold | Rejected | Request | |
| Marcelin Goldberg | Head Accountant | 3/11/2016 | Application | Interview | Other | Hold | Rejected | Request | |
| Mike Joans | Head Accountant | 3/11/2016 | Application | Interview | Other | Hold | Rejected | Request | |
| Jack Steel | Operations Manager | 3/11/2016 | Application | Interview | Other | Hold | Rejected | Request | |
| Mike Joans | Operations Manager | 3/11/2016 | Application | Interview | Other | Hold | Rejected | Request | |
| Dawn Mathre | Customer Service Representative | 3/11/2016 | Application | Interview | Other | Hold | Rejected | Request | |
| Dawn Mathre | Technical Support Representative | 3/11/2016 | Application | Interview | Other | Hold | Rejected | Request | |
| Sara McDonald | Secretary | 3/14/2016 | Application | Interview | Other | Hold | Rejected | Request | |
| Tanance Iary | Software Programmer | 3/16/2016 | Application | Interview | Other | Hold | Rejected | Request | |
| Tanance Iary | Sales Representative | 3/16/2016 | Application | Interview | Other | Hold | Rejected | Request | |
| Sofia Ia | Sales Representative | 3/14/2016 | Application | Interview | Other | Hold | Rejected | Request | |
| Jessica Adams | Sales Representative | 3/15/2016 | Application | Interview | Other | Hold | Rejected | Request | |

Applicant Tracking

Biznussoft HR's Applicant Tracking module fully automated the recruitment process and simplified the publication of new job openings. Industrial Training International could share new job openings internally, externally, and on the most popular job searching websites all from a single page. Biznussoft HR also provided Industrial Training International with a detailed 360-degree view of applications for tracking all candidates. Some of the other highlights include:

Job Requisitioning

Once submitted for approval by authorized individuals at ITI, human resource managers can quickly validate the information to approve the job listing and/or make any corrections as needed.

Applications

ITI recruiters benefit from an efficient overview of each stage. Not only does it facilitate monitoring the status of all candidates that have applied, but it also makes applications easily accessible.

Tracking

Apart from tracking applications by ITI HR, they can also select multiple applicants and move them to the next step. The system allows for candidates to be placed on hold, rejected and even reset candidates, who have been rejected.

Onboarding

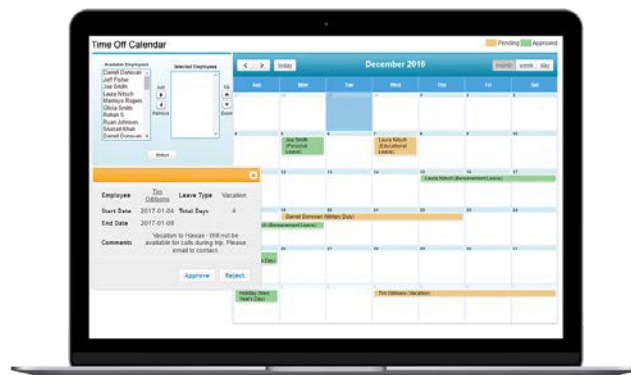
ITI HR personnel can onboard the candidate or reject them if need be.

Security

Throughout the system, ITI has firm data validation and logical checks in place to ensure that inputs are accurate and any attempt to by-pass the system is prohibited.

Absence Management

The versatility of this module allows employees to request time-off at any time. Employees may request time-off and every stage of the process will be tracked. There is no need to wait for a supervisor's response. All information pertaining to time-off is easily accessible and can be viewed at any moment.



For Managers, this helps ensure compliance with the group's leave policies, including those that are statutory. Any time an employee is absent or must leave, the system will automatically apply changes to the employee's paycheck and will update their leave entitlements. This module simplifies the procedure by providing the user with the ability to quickly approve or reject employee time-off requests. You can also select to view time-off requests from a list or from a calendar to ensure that scheduling conflicts do not occur.

Feedback from Christina Lanham, ITI

"In working with the Biznussoft Field Service Implementation Team, ITI always felt they were in good hands. The project ran on time and any issues discovered during the process were quickly corrected. We found the team to always be communicative and willing to assist. The team ensured that ITI's staff were able to conduct business as usual during the implementation and thanks to this new system, our staff are better able to manage projects, training programs and staff scheduling. Many tasks (such as expense, time and student reporting) that were done offline can now be captured in Salesforce allowing for greater visibility of the efforts put into our projects. Internal staff are all now using the system with no issues and we plan to roll out to our remote staff in just a few weeks. ITI is happy to recommend Biznussoft Field Service to others as a great project management tool"