



# Pekin Insurance uses UKG Pro Learning to Support Business Transformation

Pekin Insurance, a UKG Pro (formerly Ultimate Software) customer since 2011, is enhancing its technology platform and creating an overall better digital experience for its agents, policyholders, and employees.

Employees: 900  
Industry: Finance and Insurance

## Top Challenge

As a result of these sweeping changes, half of the company's employees must take development courses in order to keep their skills current. Pekin Insurance needed a learning management system that would let the company assign and track employee Web-based training.

## Solutions

Completed deployment of UKG Learning in six weeks.

Leveraged project dashboard in the Customer Success Portal to help manage deployment tasks and to view administrative tools, including a launch toolkit with ideas for introducing the solution to employees.

## Results

Three months after launch, the company had deployed learning courses to all of its employees in areas such as compliance, leadership, and diversity, as well as the transformation-specific courses.

UKG Pro Learning made it easy for HR to pull reports showing who has completed which courses, their scores, and how long it took, all available immediately.



## Key Benefits

- **Deployed learning courses to all of its 900 employees within three months of launch**
- **Eliminated an extra manual step for employees with Outlook integration, and placed their development schedule front and center**
- **Enabled administrators to create and manage different curricula all in one place**

**“The tool’s detailed and easy-to-access reports have saved our training coordinator hours that would otherwise be spent copying and manipulating data.”**

**Caitlyn Garman, HRIS Analyst**

## Solutions

“We selected UKG Pro Learning [formerly UltiPro Learning] because we knew we could rely on UKG’s exemplary customer service to help us launch and support this product,” said Caitlyn Garman, HRIS analyst at Pekin Insurance. “Our Pro Learning launch specialist guided us through the process, and we completed our deployment in six weeks. Additionally, the project dashboard in the Customer Success Portal was a great platform to help us manage deployment tasks and to view administrative tools, including a launch toolkit with ideas for introducing the solution to employees.”



## Results

Three months after launch, the company had deployed learning courses to all of its more than 900 employees in areas such as compliance, leadership, and diversity, as well as the transformation-specific courses required for the group of 450 employees. Garman noted that employees have already accumulated over 1,150 combined training hours, with the extensive participation directly attributable to the platform’s user-friendly features.

“Each employee’s Pro Learning homepage has a calendar containing all of their assigned materials and courses, and this data can be exported to the employee’s Outlook calendar,” said Garman. “Pro Learning’s integration with Outlook eliminates an extra manual step for employees and puts their development schedule front and center. Pro Learning also allows us to set up live, in-person sessions and provide a map of the location with GPS coordinates through the events feature. Additionally, the solution has a notification feature that will send employees reminders to complete their learning courses as their deadlines approach.”

Garman reports that Pro Learning also enables administrators to create and manage different curricula all in one place. With the option to group together specific courses into one curriculum, both employees and administrators avoid the challenge of navigating to and managing individual courses across an academy. Pro Learning even enables curricula to be automatically assigned to employees based on criteria such as department and job role. Furthermore, administrators at Pekin Insurance are taking advantage of the ability to track employee progress with a powerful reporting dashboard.

“Pro Learning makes it easy to pull reports showing who has completed which courses, their scores, and how long it took, all available immediately,” said Garman. “We also rely on Pro Learning’s reporting dashboards to feed us valuable information, including the Employees Dashboard and Compliance Dashboard. The tool’s detailed and easy-to-access reports have saved our training coordinator hours that would otherwise be spent copying and manipulating data.”