



Success Stories: Spotlight on Anthem Inc. (formerly WellPoint)

Bill Baker, Project Director of Technology Strategy and Enablement for Anthem Inc., was asked a few questions about his experience partnering with LearnQuest. Over the course of the partnership, LearnQuest has helped Anthem find solutions to a number of different training initiatives. Anthem, a Fortune 45 company, is a massive health insurer with over 34 million members -- roughly 11% of the total U.S. population.

Please describe the situation at Anthem when you were seeking a Training Solution.

Anthem was in the process of rolling out training as part of a process and tool change for a large, decentralized work force. We were working with another training vendor initially but cost effectiveness and training quality were both factors driving the need to change vendors.

How did you hear about LearnQuest?

Anthem had employed the services of LearnQuest in the past with excellent results for content quality and instructor delivery and knowledge.

How did your management go through the decision making process for selecting LearnQuest vs. other training companies?

Anthem factored in both past results when partnering with LearnQuest, in addition to discussions pertaining to current training needs, leading to a decision to partner with LearnQuest to drive this new training initiative.

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Authorized Training
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Which training solution, e.g. ILT, (Instructor-Led Training) Virtual ILT, self-paced e-learning, etc. did you select and why?

Initially, we chose virtual ILT courses to save money and eliminate logistical headaches, in response to our decentralized work force. Recently, we've converted many of the virtual ILTs into self-paced e-learning modules to provide more flexibility for our workforce.

How has the solution impacted your business?

The combination of virtual ILT and self-paced e-learning modules have made it possible to offer training to over 4000 associates with over 100,000 training hours at a cost and timeframe which would not have been possible utilizing conventional ILT courses.

If recommending LearnQuest to a colleague, what would you say is the best part of their training approach?

Their flexibility in training delivery: LearnQuest has the experience and expertise along with the technology to deliver ILT, VILT, and develop self-paced e-learning modules to fit our company's specific needs. Many vendors that we reviewed could do one of the three, but typically not all three. This flexibility is a key factor in the success of our training rollout.

If recommending LearnQuest to a colleague, what is the singular characteristic (quality) that differentiates this company from the others?

I would say that their customer focus is the best that I've seen in the training industry. LearnQuest will do whatever it takes to make the training a success with your organization, including formatting content to match company specific needs, updating logistics, leveraging learning management tools such as registration, reporting, notifications, and proactively recommending changes to enhance value based on their experience and expertise with the industry.

Thinking of specific examples, how did LearnQuest ensure that your training was a success?

LearnQuest partnered to modify content for 10 ILT courses to add Anthem specific examples to make training more meaningful for Anthem associates. They also enhanced the registration process on their system to leverage Anthem user IDs and passwords in lieu of a separate LearnQuest user ID and password. Additionally, they have developed virtual labs which are used for practice in supplementing content covered in self-paced e-learning modules. These are just a few of many examples of the success of this partnership we've experienced over the past three years.

What specific benefits did you get from LearnQuest's services that you were not expecting?

LearnQuest provided proactive recommendations to improve training curriculum content, course assignments, and logistics to improve learner experience and enhance the value of our training delivery.

What has been your experience with LearnQuest administrative support?

LearnQuest administrative support is excellent. To date, Anthem has offered 1,057 LearnQuest ILT and virtual ILT classes with 8,456 total hours of training, and I can count the number of issues that we've had on one hand.

Is there anything LearnQuest could do to improve their service or processes?

I would say that LearnQuest's ability to deliver quality training is beginning to be better understood and acknowledged among larger companies. As a result, they are expanding their business. When expanding their business, LearnQuest must make sure they focus on growing in sync with the high quality professionalism