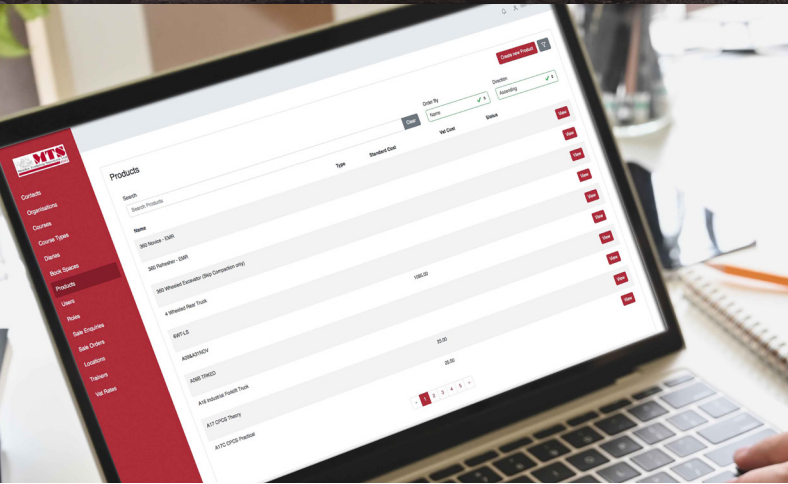# Training Management System
Monks Training Services

A Training Management System that has delivered significant time-savings
and productivity improvements to this growing training business.

The Customer

Monks Training provide plant and site safety training courses
to help keep construction companies compliant in a range of
areas from Construction Plant Competence Schemes to CITB
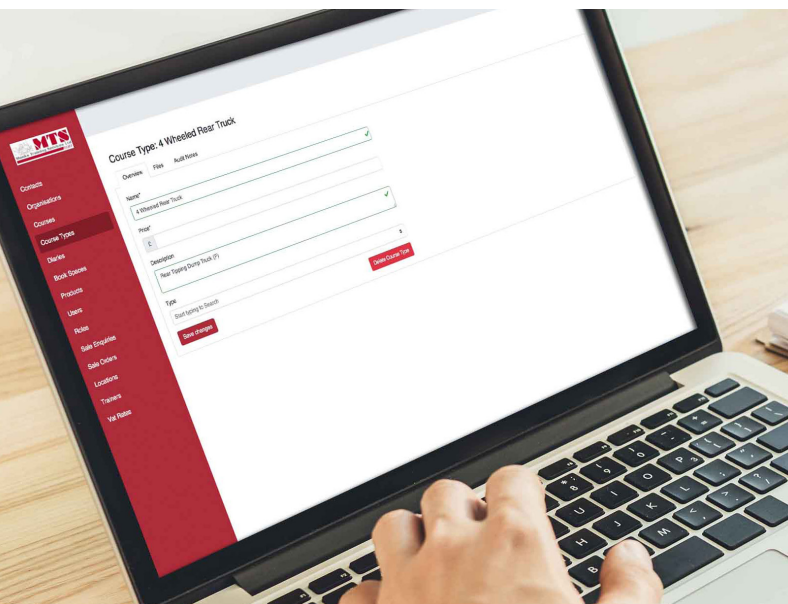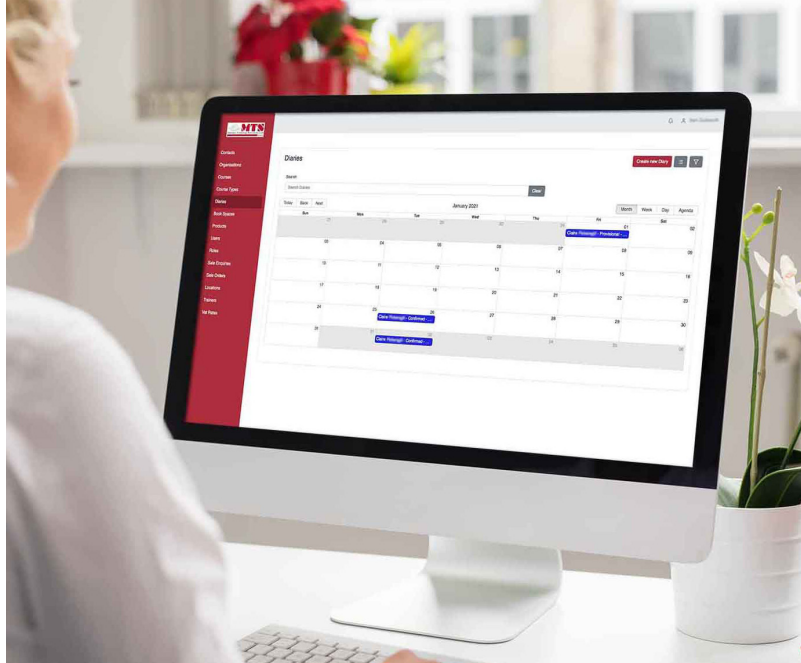accredited health and safety courses.

With over 15 fully qualified trainers and tester, Monks pride
themselves in delivering high quality training for individuals and
companies.

Their Pain

Monks Training were struggling with their incumbent system;
it had become too bloated and didn't fit their processes
efficiently. This meant that they were spending too much time
on administrative tasks relating to managing their learner
journey.

Their existing training management system was no longer fit for
purpose and had begun to slow down due to the amount of data
stored. The inflexibility of the system also meant data wasn't
recorded or visible easily.

The administrative burden was costing them valuable time
where they could be confirming new course bookings and
maximising their profitability.

Our Solution

Having initially met with Monks Training, we began to roadmap
their processes to understand the key areas that they were
being held back with.

This centred largely around the visibility of key course
information and the ability to automate the learner journey from
enquiry through to completion.

We customised our training management system around their
specific requirements, factoring in all emails and reminders that
needed to be sent to learners and bookers to ensure they were
fully aware of the next steps in their journey.

blue wren

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Key Features

Full customer and delegate record with reminders, order history and document uploads

Lead tracking and notifications to prompt proactive customer management.

Automated learner journey from booking through to renewal reminders.

Custom certificates, letters and email templates.

Automated tasks including attendee registers, joining instructions and delegate reminders.

Core CRM functionality, including the storage and management of key customer data

Impact

Monks Training launched Flight during the COVID-19 pandemic when resources were already stretched. Due to social distancing rules, Monks Training had to deliver more courses with fewer attendees per course, meaning the administrative process for each course could have effectively doubled.

However, with their new system up and running, Monks Training Services is able to deliver more courses with the same resources available, meaning that their courses remained profitable and no extra team members were required to support the extra volume of courses.

"Blue Wren customised the software around our specific requirements and have greatly increased the efficiency of our processes, saving us significant time on administrative tasks."

Kath Dietz, Monks Training

Want to know more about Flight CRM and workflow management software?

Get in touch or book a free demo

Call: **01772 823 734**   Email: **hello@bluewren.co.uk**

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