



PATTERSON CONSULTING GROUP

Putting People First



COMPROSE Inc.

## Industry

Information Technology

## Visit Website

[www.comprose.com](http://www.comprose.com)

“Overall, it’s great to have PCG working with us. I am not an HR guru, but with them in my back pocket, I feel like I can project knowledge, good HR policies, and a good hiring process to our employees.”

**John Lewis**

VP Technology and Services

“PCG came in and helped us with two different HR needs. We have been incredibly impressed with their professionalism and everything they did for us. They saved us so much time, and we found a new team member that will be an incredible addition to our team.”

**Kathy Anton**

Owner

# Comprose found a solution for client onboarding and training and hired top talent by partnering with Patterson Consulting Group (PCG)

*Comprose helps companies communicate standard operating procedures and policies in a clear and engaging way so employees work smarter. They lacked a way to onboard and train clients online, and they had an immediate need to hire a new position. By partnering with PCG, they hired top talent and improved client experience.*

## Challenge

**Comprose needed to hire specialized talent and lacked a custom onboarding and training experience for customers.**

Comprose does a lot of live instructor training on their software – but they can’t do that for every client, and they needed an easier way to onboard and train. Additionally, if a client contact left the company, all of the knowledge could be gone due to their hands-on approach to live instructor training.

Additionally, due to company growth, Comprose needed to hire a trainer/coach to join their team quickly, and they didn’t have a dedicated HR employee on their team and needed an outside expert.

## Solution

**Partnering with PCG to recruit top talent and implement an LMS.**

PCG evaluated and vetted multiple LMSs based on Comprose’s unique business and requirements. Once an LMS was selected, PCG assisted with the setup and onboarding of their team. PCG designed a blended learning approach to combine the LMS with instructor led training.

Since a trainer/coach needed to join quickly, PCG moved to create a job description and then oversaw the recruiting, vetting, and job screening process.

## Outcome

**Comprose hired top talent and is onboarding and training clients in person and online.**

Comprose can now easily onboard and train clients online but can still keep their hands-on approach when and where it matters most. And they are even looking to create training for employees.

With PCG’s assistance, they hired a trainer/coach that will be a perfect fit for their team and will continue to assist with future hiring needs.