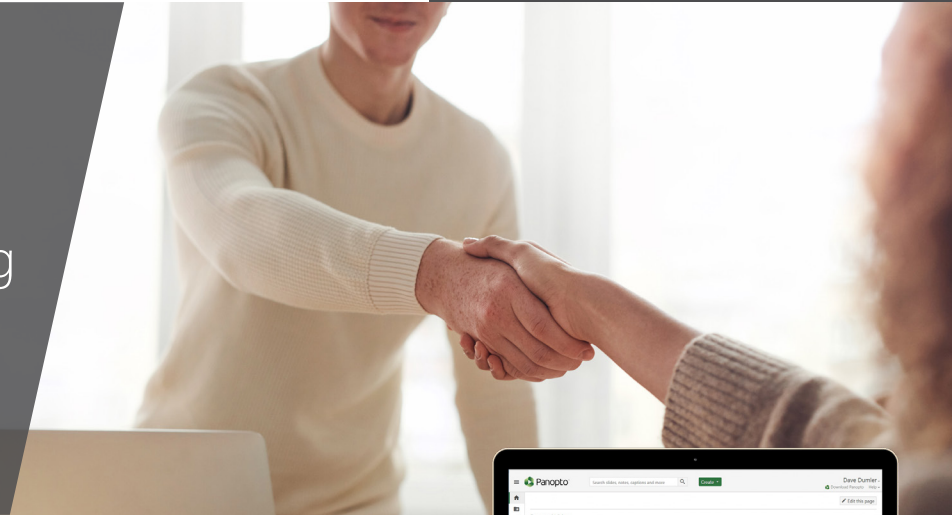


How a Specialty Insurer Revamped its Onboarding Program with Panopto



A specialty property and casualty insurer offers unique insurance products to agriculture and technology clients and generates over \$1.4 billion in annual revenue.

With over 4,000 employees across the U.S., the company requires constant communication and training across business units to ensure alignment for continued growth.

Situation

Much of the company's prosperity is attributed to its diverse insurance offerings, with business units specializing in each of its product lines. The biggest of this specialization are onboarding, training, and compliance.

In order to provide employees with sufficient guidance, the company needed an easy-to-use, flexible video content management system.

Solution

Panopto partnered closely with the company to provide training and best practices on creating an internal video library. This included working with the team to create a folder structure to keep training content organized, increasing accessibility for each business unit. Panopto worked with the team to plan a phased roll out to each business unit. This made the company's video workflow easy to scale and use. As a result, more than 35 business units now use Panopto in order to onboard, train, and ensure compliance among employees.

Outcome



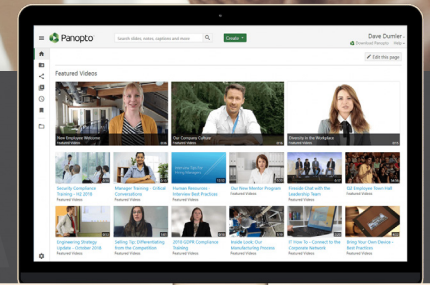
2,000+ hours of onboarding, training, and compliance content viewed



176% increase in users from 2020 to 2021



\$3.7+ million annual productivity gain



About the Customer

The company engages primarily in property and casualty insurance with a focus on specialty commercial products for businesses. Given their diverse offerings, they have 35+ business units, necessitating strong training and onboarding programs.

About Panopto

Panopto was recognized as a Gartner Leader in video content management every year since 2014. The product is used by 22 of the top 25 Universities and serves more than 10 million end users.