



“Instead of keeping learning in a silo, we had a vision to incorporate training into the day-to-day work of our employees. SumTotal’s open architecture and ability to integrate with other solutions allowed us to achieve those goals.”

AI Sweney, Lead IT Business Consultant, Duke Nuclear

Business Challenge

Duke Nuclear is part of Duke Energy Corporation (NYSE: DUK), a Fortune 250 business and the largest electric power holding company in the country. It operates 11 nuclear units at six sites in the southeastern U.S.

Duke Energy’s existing learning management systems (LMS) lacked the key functionality needed to manage training, enforce prerequisites and manage certifications. Demonstrating that employees are qualified to perform their duties is crucial to a company like Duke, as failing to do so can lead to substantial penalties or even plant closure.

The company elected to reevaluate its existing systems and processes for all aspects of training, including onboarding.

About Duke Energy

Duke Energy improves life for millions of people every day by providing electric and gas services in a sustainable way – affordable, reliable and clean. The largest electric power holding company in the United States, Duke supplies and delivers energy to approximately 7.3 million U.S. customers. Duke has approximately 57,500 megawatts of electric-generating capacity in the Carolinas, the Midwest and Florida and natural gas distribution services in Ohio and Kentucky. Its commercial and international businesses own and operate diverse power generation assets in North America and Latin America, including a portfolio of renewable energy assets. Headquartered in Charlotte, N.C., Duke Energy is a Fortune 250 company traded on the New York Stock Exchange.

How SumTotal® Helped

Duke Nuclear implemented SumTotal Learn: Enterprise as their LMS and integrated it with 14 internal and external business systems to incorporate training into an employee’s daily activity.

Now all onboarding of workers, initial and ongoing training, and helping employees complete their daily activities is incorporated in Duke Energy’s LMS, also powered by SumTotal Learn.

Key Metrics

Reduced compliance costs and risks associated with scheduling employees who aren’t qualified for specific tasks

Improved safety protocols by linking the LMS with security and other business systems

Reduced the average number of training activities needed to onboard independent contractors from **25** to **2**, eliminating the time and cost of providing redundant training without affecting qualifications.

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