



“SumTotal has helped us stay focused on delivering high-quality content rather than having to manage a complex hardware and software environment.”

Ken Tanaka, Senior Manager of Global Service Group, Field Solution Department, Tokyo Electron

Business Challenge

As a leading global supplier of semiconductor production equipment, Tokyo Electron Limited™ (TEL) engages in development, manufacturing and sales in a wide range of product fields through a global network in the U.S., Europe and Asia.

Tokyo Electron set a goal to provide a higher level of service to its customers worldwide. To help achieve this goal, the company decided to offer customers online web-based product training content and courses. In addition, Tokyo Electron sought to provide product training for internal employees, enabling them to deliver better customer service.

How SumTotal® Helped

Tokyo Electron Limited implemented SumTotal Learn solutions which offer a fully integrated global system for all to access. This means Tokyo Electron can more efficiently manage a single system to serve both employees and customers while reducing the cost to deploy and maintain the solution.

In addition, using the advanced tools in the LMS, such as dynamic audiences, Tokyo Electron can now automatically complete otherwise complex tasks and ensure the right content is reaching the correct audience.

Key Metrics

17m More than 17 million cloud-based users

Customers achieve faster deployment, rapid innovation, improved accessibility, and cost effectiveness

About Tokyo Electron Limited

Tokyo Electron Limited is based in Japan and is also in 15 international countries and regions. Since its foundation in 1963, Tokyo Electron has repeatedly revolutionized technology in our rapidly changing world, continuing to grow together with the times. In 2013 for TEL's 50th anniversary, the company refined its corporate philosophy and management policies. Tokyo Electron's Corporate Principles comprise four elements that together detail its mission as a company and identify the values and behaviors necessary to fulfill its goals.

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 sumtotalsystems.com |  U.S. and Canada: +1 352 264 2800 | U.K. and Europe: +44 (0) 1189 315 777 | Asia Pacific: +91 (0) 40 6695 0000

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