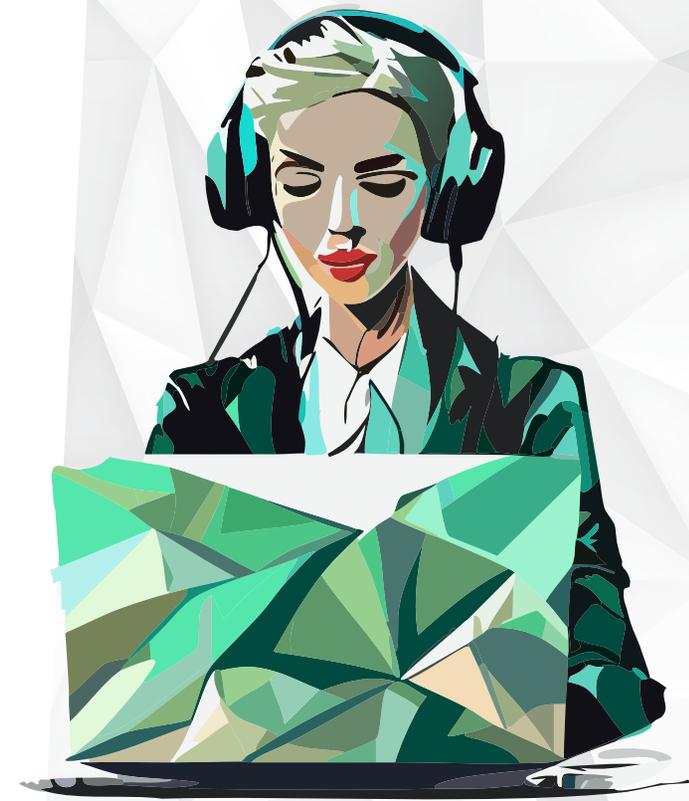




# Henry Schein's Transformation with SAI360: Next Level Customer Service, Support, and Content

## Background

Henry Schein, a global leader in providing healthcare products and services, sought to enhance their ethics and compliance (E&C) training programs. With over 25,000 Team Schein Members worldwide, the company needed a robust and efficient system to ensure comprehensive compliance training across diverse regions and regulations. **They aimed to find a solution that could meet their expectations, particularly in terms of customer support and system reliability.**



## Setting the Stage

The E&C team at Henry Schein, including Associate Manager for Learning and Communications Stephanie Peterson and Compliance Analyst and LMS Administrator Andy Sanchez, was tasked with the vital role of overseeing the company's training platform. Their responsibilities included troubleshooting system issues, providing metrics and completion data, and collaborating to drive completion rates. They sought a system that could offer reliable customer service and timely issue resolution, which were critical to their operations. Sanchez highlighted the importance of having a system that could promptly address any problems, saying, "We really wanted a system that could provide stellar customer service...if something goes wrong, we need to have it addressed as soon as we possibly can."

## Identifying the Need

During a comprehensive review of their training programs, it became clear that a new system to meet the needs of Henry Schein's diverse workforce was necessary. Peterson mentioned that new and engaging content was an important part of their selection criteria. Additionally, the team recognized the need for more proactive support to ensure timely resolution of issues, which was crucial for maintaining training efficiency and employee engagement.

## SAI360 Enters the Scene

To address these challenges, Henry Schein turned to SAI360. The transition to SAI360 brought immediate improvements. The proactive support was a game-changer. The support team actively monitored the implementation of the training programs and promptly addressed any issues, drastically reducing resolution times. Sanchez highlighted, "The support from SAI360 has been phenomenal. Issues that used to take weeks are now resolved within hours or days."

Peterson and Sanchez were also impressed with their dedicated customer success manager and the larger SAI360 team, who provided program planning recommendations and saved them valuable time and resources.

## Industry-Leading Content

The diverse and engaging training materials offered by SAI360 reinvigorated the learning experience for Team Schein Members. Peterson emphasized, "The new content is interactive and relevant, which has significantly increased engagement and completion rates." Additionally, SAI360's intuitive layout improved the user experience, making it easier for employees to navigate and complete their training. Sanchez added, "The new system is so much more user-friendly. Our employees are no longer frustrated with the training process."

## Rollout/Implementation and Future Plans

The implementation of SAI360's content and learner management system has yielded remarkable results for Henry Schein. The fresh and engaging content has led to higher participation rates in the E&C training programs. Henry Schein takes its commitment to integrity seriously, and the robust analytics and reporting features of SAI360 have improved visibility and accountability for training completion, helping to foster this value.

Building on the success of the initial implementation, Henry Schein plans to continue leveraging SAI360 to further enhance their E&C training programs. The company aims to introduce new, role-based training topics and implement shorter, more frequent microlearning modules to keep employees engaged and informed, as well as utilize more of SAI360's cutting-edge analytics offerings.

## Benefits and Impressions

Peterson and Sanchez are also hearing positive feedback from employees at Henry Schein, highlighting the diverse scenarios and the quality of voiceover and translations. One course that particularly resonated with the organization is SAI360's Preventing Global Modern Slavery, which helps learners become aware of and identify risks, as well as respond appropriately to them. Sanchez also shared that one learner initially contacted him to ask why taking the course was necessary, but then responded again after completing the training, and praised its utility and quality.

## Closing Thoughts

In closing, Peterson shared the following comment: “Honestly, [the SAI360 team] are so friendly and helpful and positive people and I’m actually really excited to go and meet with them every week, just to talk to them.”

## Key Takeaways

Henry Schein’s partnership with SAI360 has transformed their E&C training programs, addressing challenges and delivering substantial benefits. The exceptional customer service and support have been instrumental in this success, ensuring that Henry Schein’s Team Schein Members receive the high-quality, engaging training they need to uphold its commitment to integrity.

## Preventing Global Modern Slavery | AAht04SAI

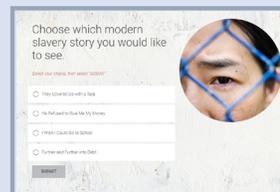
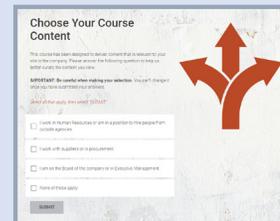
All employees play a role in preventing modern slavery in business in large ways and small. Commitment to human rights helps the company manage reputational risk and establish credibility with customers, clients, employees, and the public at large. This Global Learning Engine (GLE) course helps learners be aware of the risks, be able to identify the risks, and respond appropriately to them.

**Target Audience:** All employees. Profiling providing for HR, Procurement, and Board of Directors/Executives.

**Industry:** All industries.

### Learning Objectives:

- Recognize the warning signs of modern slavery.
- Identify the risk of modern slavery within our industry and regions we work in.
- Ask questions of suppliers and third-party agencies to help identify risks.
- Recognize drivers that may encourage modern slavery. Know where to report concerns of unethical or illegal behaviour.
- Make a commitment to preventing global modern slavery in our business.



## Our unified approach to risk sets us apart

Today’s complex risk landscape demands more. SAI360 leads the way with an integrated GRC platform and Learning solution that spans the entire risk and compliance spectrum.

### Risk Management Solutions

- Risk & Compliance Management Solutions
- Enterprise & Operational Risk Management
- Regulatory Compliance
- Policy Management
- Third-Party / Vendor Risk Management
- Internal Controls
- Internal Audit
- Incident Management
- Conflicts of Interest (COI)
- Gifts and Hospitality
- IT & Cybersecurity
- Business Continuity Management

### Ethics & Compliance Learning Solutions

- Anti-Bribery & Anti-Corruption
- Competition & Anti-Trust
- Conflicts of Interest
- Data Protection & Privacy
- Exports, Imports & Trade Compliance
- Harassment & Discrimination