



schoox

## CUSTOMER SNAPSHOT



# Preparing a distributed workforce for any challenge.

Industry: Insurance

Learners: 4,000 – 10,000



**Pilot Catastrophe Services**, the largest insurance adjusting company in the United States, provides contingent workforce support to leading insurance providers when they face increased demand for claims due to catastrophic events. On an average day, Pilot Catastrophe employs up to 4,000 insurance adjusters; but when a major event like a hurricane hits, their staff can grow to as many as 10,000 adjusters within a week.



We deliver content related to a variety of different companies to a lot of employees, none of whom work directly for the companies they're representing. Schoox helps us navigate all those nuances, properly segment content, and ensure the right people have access to the right information whenever they need it."

**Greg Stokes**

**Head of Recruiting, Media, Communications, & Training**

## Customer Snapshot: Pilot Catastrophe

- ➔ **A shift to hybrid learning**  
Pilot Catastrophe went from delivering 80% of training in person to delivering 80% of all training virtually.
- ➔ **Engaging, bite-sized content**  
Insurance adjusters get fast access to the information they need to be able to complete the tasks at hand.
- ➔ **Career path exploration**  
By creating engaging content, employees explore career paths independently, often completing training on their own time.
- ➔ **Access to the right content**  
Learners are automatically added and assigned to the courses based on roles and information designated in the HRIS.
- ➔ **Simple administration**  
Without a large staff, Pilot Catastrophe provides an intuitive user experience for admins, managers, and learners alike.
- ➔ **From learning to performance**  
The next step for Pilot Catastrophe is to leverage Schoox to automate the performance review process.



We recognize that every learner is different. Listening to them was important—we realized they're apt to choose the shortest learning option, so we created content to fit those preferences. Now we have over 500 courses with 2,000 sub-steps, most of which include short 5–7-minute videos on individual topics.”

**Greg Stokes**

Head of Recruiting, Media, Communications, & Training

[Want the Full Pilot Story? Continue Reading](#) ➔

## ABOUT SCHOOX

Schoox is workplace learning software with a people-first twist. It puts people over process, making learning and career development easy, accessible, rewarding, and fun while adapting to whatever the world throws your way. Learners “up” their skills, grow on the job, and get more done—and you can measure the impact of all their awesome accomplishments. [Learn more at schoox.com.](#)



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