



Customer story



Industry

Energy & utilities

Use case

Employee onboarding,
Compliance training, Employee
upskilling, Frontline training

Solution

Absorb LMS, Absorb Engage,
Absorb Create, Absorb Amplify,
Absorb Skills

Challenge

- Rapid company growth.
- Inflexible, non-customizable LMS.
- Small learning and development team.

Solution

- Absorb LMS for flexible, full-featured LMS.
- Absorb Create to develop course content quickly.
- Administrative capabilities for managers, HR, and HSE and site leadership

Results

- Greater employee engagement.
- Fast, efficient course development.
- Improved safety and compliance.
- Improved completion rates (from 60 to 90%).



Summary

Electro-mechanical equipment services company IPS has been growing at breakneck speeds, expanding into new locations through acquisition. With 11 acquisitions in 2024, the company knew it had to improve its learning platform to ensure effective onboarding and employee safety. It turned to Absorb LMS and a full suite of features to give it the flexibility it needed to get employees up to speed and improve learning efficiency quickly.

Allyson Sapko

Learning Operations Supervisor

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IPS turns to Absorb to improve learning efficiency and employee engagement

[IPS \(Integrated Power Services\)](#) is a one-stop source to help customers improve the reliability of their critical infrastructure.

The company provides organizations that handle the generation, transmission, and distribution of energy and utilities, providing service, repair, reconditioning, remanufacturing, and replacement of all kinds of power generation, distribution, and power grid equipment.

The company launched in 2007 in Greenville, South Carolina, to become the industry's leading independent service provider. Since then, IPS has seen outstanding growth, and today it serves more than 30,000 customer locations in the U.S., Canada, the U.K., and Puerto Rico. IPS boasts the industry's largest network of locations with remanufacturing facilities, distribution centers, and field service offices, where its expert engineers and technicians provide comprehensive industry-specific experience 24/7.

Its impressive network provides national customers with scale and the ability to continuously optimize their electric motors and generators, rotating equipment, and power distribution. Much of IPS's growth over the years has occurred through 22 acquisitions, a remarkable half of which happened in 2024.



Effectively training new employees

Mirroring its impressive number of 2024 acquisitions, IPS experienced a huge increase in personnel, with the number of employees jumping from approximately 1,200 to more than 3,000 over the year.

IPS recognizes the importance of a strong learning culture as the foundation for its sustained success and has implemented a structured workplace learning strategy that integrates governance, accessibility, and engagement. Its Learning Management System (LMS), PATH, is the cornerstone of this effort.

“It’s essential that new employees quickly understand our terminology, develop a clear frame of reference, and gain access to the resources they need to achieve productivity with confidence,” says Allyson Sapko, Learning Operations Supervisor at IPS.

The IPS University learning team recognized the need to develop a **flexible and customizable training program to onboard resources quickly**. In addition, to avoid the relatively small team being stretched thin, it needed a solution that would empower its more than **90 locations across North America and the U.K.** to independently manage their learning paths.

Unfortunately, the company’s existing LMS was too inflexible and non-customizable for its needs. **IPS sought a solution that offered greater flexibility and access to reporting across a wider range of roles.**



Improving onboarding and safety

After evaluating several options, the IPS team chose Absorb LMS in large part for its ability to provide **customized access and functionality to empower individuals throughout the organization to manage learning independently**. This flexibility supports **sustainable and scalable growth**, ensuring that as IPS continues to expand, its people will have the tools and autonomy they need to maintain **consistent, high-quality learning experiences**.

“Absorb LMS **equips our managers with the robust reporting capabilities they need to act with confidence and autonomy**,” Sapko explains. “With a lean team, it’s critical that our sites can manage their own learning programs effectively and Absorb LMS enables them to do exactly that.”



Using Absorb, IPS set up a Learning Leader Dashboard, taking advantage of widgets and video links to ensure that site managers and leaders can access training, resources, and reports independently. “This has significantly streamlined our Learning and Development operations by minimizing the need for one-off tutorials and ad hoc demos,” Sapko explains. “While we continue to offer monthly training sessions, providing access to LMS training resources and FAQs effectively manages the smaller, day-to-day questions, allowing us to focus on higher-value initiatives.”

IPS implemented Absorb LMS and a full suite of features including Absorb Engage, Absorb Create and Create AI, Absorb Analyze, Absorb Amplify Max, and Absorb Skills.

IPS leverages Absorb’s ADP Connector to seamlessly integrate with its HR systems, automating user data transfers and ensuring up-to-date information across the learning platform.

Given IPS’s rapid acquisition growth and evolving organizational structure, this integration has proven invaluable by eliminating manual data entry, maintaining consistent roles and reporting, and streamlining the creation of learning groups and role-based learning paths for new hires.

The company’s operating system, known as CIPS, which stands for Continuous Improvement Process Solution, incorporates strict ISO requirements for health, safety, and environment, business operations, and operational and employee excellence and is IPS’s framework for driving excellence. IPS uses metrics and standardized processes to drive continuous improvement and deliver an Unmatched Customer Experience (UCE).

Given the nature of IPS’s work, safety is of utmost importance. The IPS University and Health Safety and Environmental teams worked closely to develop a comprehensive monthly safety training program tailored for both industrial and office environments.

Leveraging courses available through Amplify Max and enhancing them with custom content built in Absorb Create, IPS ensures employees receive not only foundational OSHA-compliant training but also instruction aligned with IPS-specific safety policies and procedures. These monthly trainings incorporate regional requirements, including Canadian and U.K. safety regulations, and cover topics such as hazard recognition, incident prevention, emergency response, and regulatory compliance. This proactive, structured approach helps reinforce IPS's culture of safety while meeting the diverse needs of its global workforce.

The ability to easily build and scale content with Absorb Create has made it one of Sapko's favorite features. She highlights not only its intuitive navigation but also its robust, high-quality translation capabilities, supporting Spanish, French, and Ukrainian — with narration — all within a single platform. This has saved the Learning and Development team significant time, improved efficiency, and ensured professional, accurate translations that meet the needs of IPS's diverse workforce.





In addition to monthly safety training and new hire orientation, IPS University is actively expanding its technician development program to build deep technical expertise and support career growth across its workforce. As part of this initiative, the company is developing a robust training curriculum specifically for NETA and PEARL certified technicians, equipping them with advanced skills in testing, troubleshooting, and maintaining electrical power systems. This structured program combines industry standards, IPS best practices, and hands-on learning opportunities to ensure technicians are fully prepared to deliver safe, high-quality service that meets customer expectations. By investing in technician development, IPS is strengthening its commitment to operational excellence, employee advancement, and the long-term sustainability of its skilled workforce.

“The training we have developed, combined with the Amplify Max resources, truly reaches a college-level standard,” says Sapko. “IPS is providing employees with exceptional, high-quality learning opportunities.”

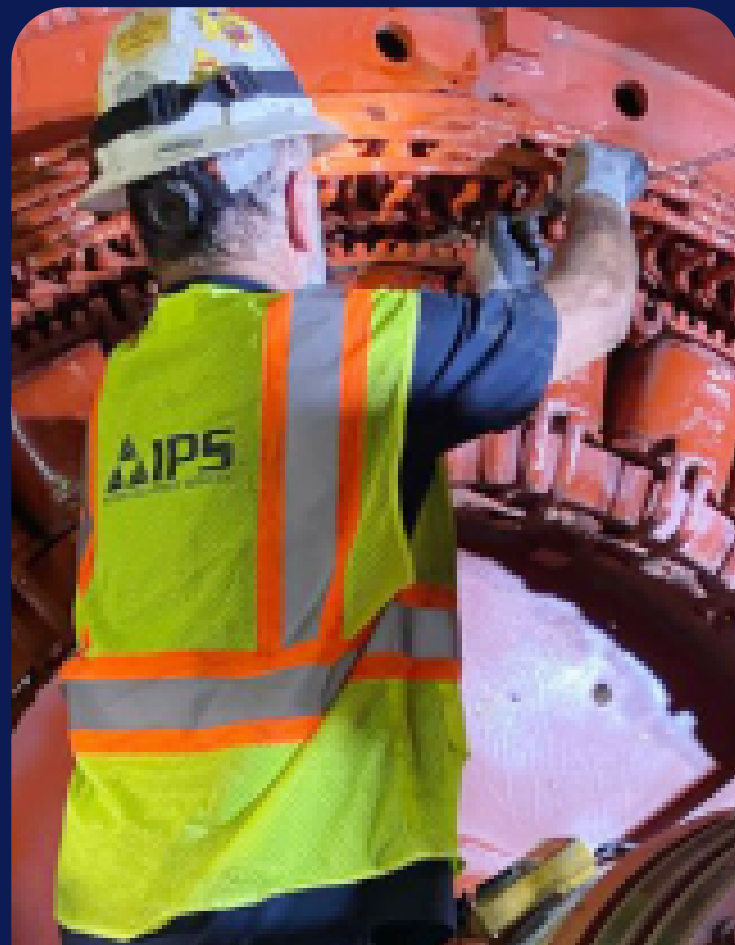
Learning efficiency and **employee engagement**

Sapko says her company's new Absorb-powered learning system has been a notable success, **increasing individual learning paths, boosting engagement, and resulting in higher course completion rates.**

Employees have taken well to the new, more intuitive and user-friendly LMS. Sapko notes a recent instance when, after acquiring a company, she saw enrollments by the new employees surge.

"I was impressed by how many courses these employees had already enrolled in after just a week in the system," Sapko recalls. "Their enthusiasm was remarkable, and that's what I continue to emphasize — this is a **powerful and valuable resource.**"





Onboarding has improved with the more intuitive and easier-to-navigate platform, with less than three percent of new employees reporting any difficulties accessing their training on the new LMS.

Employee engagement across the organization has increased, with nearly two-thirds of employees logging into the LMS at least once a month. Employees are currently self-enrolling in over 2,000 courses monthly, and completion rates have climbed from 60% to 90%.

Since launching the new learning platform, IPS has seen its sites increasingly move away from in-person group training sessions to individual learning paths. Individuals are much more likely to log into the LMS on their own to complete training, Sapko points out. She says that 75 percent of employees say they would recommend the courses and resources on IPS's LMS.

The ease of authoring new content has resulted in IPS learning designers **building courses an average of 4x faster**, including translation. This has allowed the small learning design team to **create nearly 200 courses in less than a year** — **improving efficiency and increasing output**.

Importantly, because Absorb integrates with and **feeds data directly into IPS's business intelligence platform**, the company can ensure compliance and safety standards are met. Management has confidence that every employee has the information, resources, and skills needed to do their job safely and with customer-satisfying excellence.



In addition to well-trained employees contributing to the company's CIPS success, the strong investment in continuous education has contributed to **employee retention and development through greater job satisfaction and career progression**. Improving retention and reducing attrition has a further impact on safety, and in February 2025, the company saw zero injuries across all locations.

Moving forward, Sapko says the company will be taking its learning platform into new territory and launching external-facing training for its customers in the coming months.



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