absorb & vivint

Case study

absorb

Industry

Security & smart home systems

Use case

Employee onboarding, Compliance training, Frontline training, Employee upskilling

Solution

Absorb LMS, Absorb Engage

Challenge

- Increased focus and investment in learning.
- Strict regulatory and compliance requirements.
- Need for greater flexibility in reporting.

Solution

- Absorb LMS for a comprehensive, easy-to-use learning platform.
- Gamification and social learning with Absorb Engage.
- Blending eLearning and in-person training for onboarding.

Results

- Increased compliance training completion.
- Higher learner engagement.
- Faster onboarding of field technicians.
- Administrative time savings and improved workflows.

absorb & vivint.

Summary

Following its acquisition by NRG Energy Inc., smart home product company Vivint intensified its focus and investment in learning and development. The company migrated from its custom developed learning management software to Absorb LMS to strengthen reporting, improve engagement, and increase compliance. Through Absorb, Vivint has improved safety and compliance, accelerated onboarding, and quickly scaled its learning programs.

Kendrick Schut
Instructional Designer & LMS Administrator

" We've gotten a lot out of Absorb – our compliance completion has gone up, onboarding is faster, and our training is more engaging and effective. With automation, better reporting, and tools like observation checklists, we're not just meeting our regulatory requirements – we're building a smarter, more scalable learning program.

A smart choice:

Vivint adopts Absorb to improve compliance training and onboarding

Based out of Provo, Utah, Vivint is a smart home products provider that combines security, energy management, and automation into an integrated system that can be controlled by a single app.

The company offers smart cameras, locks, sensors, thermostats, lighting, and more, in addition to their associated monitoring and installation. Founded in 1997 as APX Alarm Security Solutions, Vivint was acquired by Houston-based NRG Energy Inc. in 2022 to provide products and services to the parent company's retail electricity customers.

Vivint is focused on innovation, customer experience, and sustainable energy use, boasting more than two million customers across the U.S. who trust the company's solutions to manage their homes.

When NRG acquired the company, they found each organization took decidedly different approaches to learning.

An increased focus on learning

Vivint relied mainly on custom, in-house learning for its approximately 10,000 employees, which include approximately 2,500 call center workers and 3,000 field technicians. On the other hand, its new parent company relied more heavily on vendor content.

"Vivint always had a real build-it-yourself, custom, in-house learning environment, because we have a lot of internal needs for content that is specific to how we support our products and how we support our customers," says Kendrick Schut, Instructional Designer and LMS Administrator at Vivint.

The acquisition placed considerable emphasis and investment on learning, with a focus on compliance. There was a growing concern around learning speed and effectiveness and a desire to scale learning to more people quickly.

The company's previous learning management system (LMS) wasn't providing the reporting capability the company needed moving forward, and Schut's team wanted greater flexibility in the types of reports produced.

To improve learner engagement and course completion, Vivint sought out a new LMS. The learning and development team prioritized compliance and related programs to meet its regulatory requirements. It established several goals for its new learning platform: tying compliance training to system access, automating and managing enrollment, ensuring scalability, and optimizing learning programs for employees.

After establishing a broad list of requirements and conducting product trials, Vivint selected Absorb LMS due to its ease of use, streamlined course administration capabilities, delivery and engagement strength, and enhanced reporting capabilities.

Schut says anecdotally that it takes about 50 percent less time to deploy courses in Absorb than other LMS platforms.

& **vivint**

Improving compliance, onboarding, and reporting

Vivint implemented Absorb LMS for employee compliance training, as well as onboarding new technicians and call center employees. The new Absorb-powered learning program has helped the company meet its compliance objectives under regulatory and industry guidelines.

"It's been huge for helping us meet our regulatory requirements, and ensure employees complete its compliance training," Schut says. "In the past, our talent business partners and us would be running reports all the time and trying to chase people down."

"There's still some of that, you're always going to have your procrastinators that we have to try to help, but knowing there's a real consequence of not finishing your compliance training has helped a lot."

absorb **&** vivint

In keeping with its goal, Vivint was able to link access to their systems to employee compliance training, locking out employees when training is incomplete.

Compliance and other training enrollment have been automated through Absorb to track and maximize participation and encourage completion. The company's compliance training program has built-in mechanisms, like limited-time content, to further encourage timely completion.

Compliance reporting has also been improved, thanks to the enhanced reporting functionality of Absorb. By running its training on Absorb, Vivint has gained greater control and flexibility over data collection and analysis, improving business intelligence insights. Vivint also collects comprehensive enrollment data from Absorb, which is then stored in their own data warehouse.

Gamification & social learning for the engagement win

Vivint uses Absorb Engage to adopt gamification and social learning through theme weeks, leaderboards, and unique training activities that generate visibility, excitement, and awareness of the learning program.

This approach has boosted engagement, helped strengthen connections, and encouraged course completion, Schut says.

The company has hosted "Compliance Week" games and challenges, which Schut describes as a Jeopardy-style Q&A game with questions about compliance issues or aspects of the business.
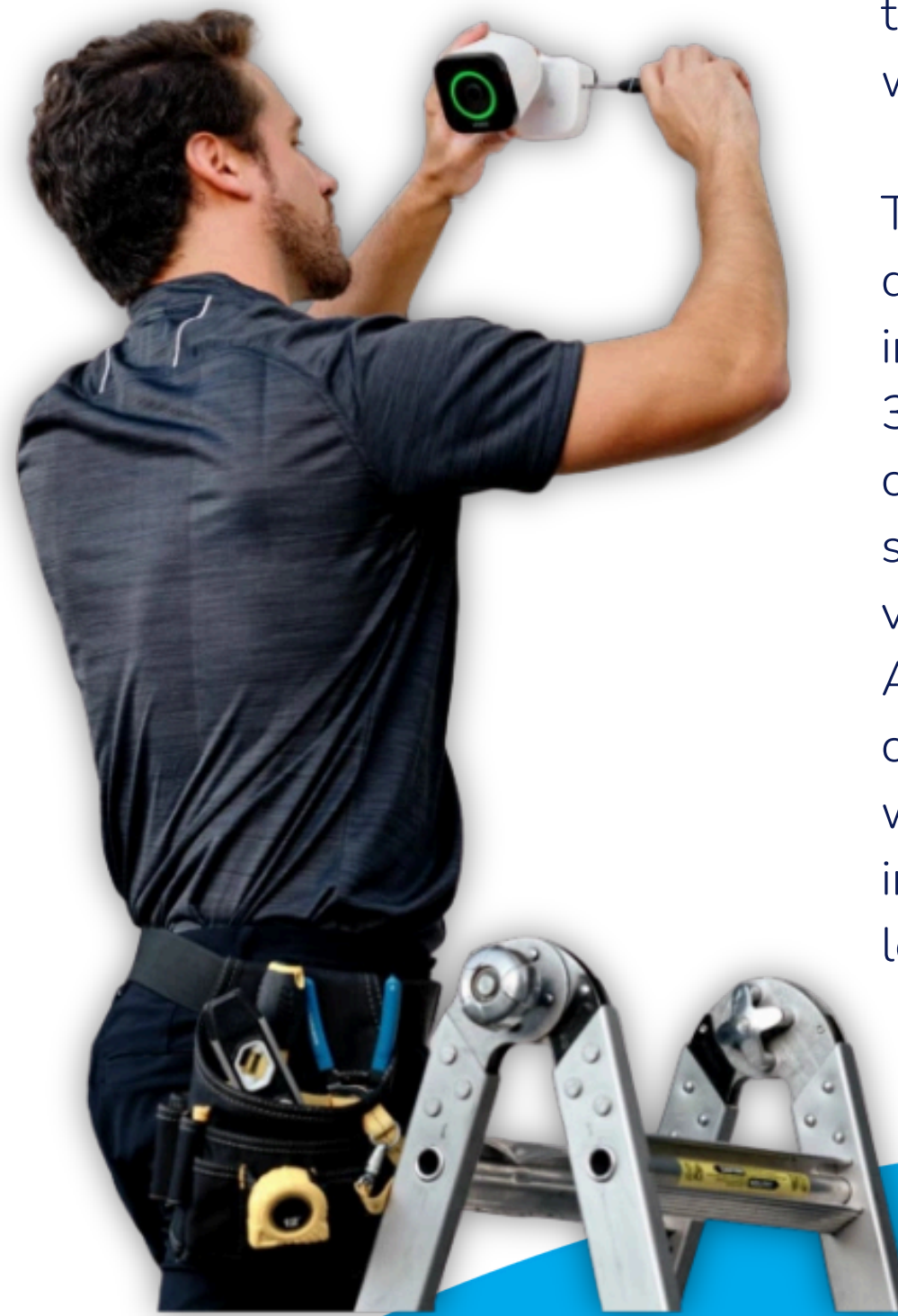
The company uses the New Article feature in Absorb to display a leaderboard of the top 25 scores of the week.

Thinking outside the box, the learning and development team developed a virtual escape room, in which employees were invited to participate in a 360-degree virtual home and solve clues and challenges, ultimately arming the house's virtual security system and securing it before "escaping" to vacation. The "time spent to complete" metric from Absorb was used to determine the employees who completed the task fastest and, again, top scores were displayed on a company leaderboard — further increasing engagement in and excitement around the learning process.

absorb & vivint

Role-based & blended technician training

Training is role-based, with specific curriculums based on full-time or part-time employees, call center, corporate, or technical work, and other factors related to onboarding needs. Curriculum content is drawn from LinkedIn Learning and courses are imported into Absorb as SCORM files.

For roles requiring more blended hands-on, in-person training and self-guided eLearning, such as field technician work, Vivint uses Absorb to create comprehensive observational checklists. Used throughout the training period, these checklists confirm technicians can complete every required task involved in the installation. On completion, managers assess and score performance based on the checklist and can confidently certify the employees for independent work.

"The checklists have been really helpful for us because it's step-by-step," Schut says. "Do they know how to program the device? Did they install it right? Are they following all our processes?"

"It's been very well received with our managers and our trainers out in the field."

Achieving learning & compliance goals - fast!

Following the move to Absorb, Vivint has met its compliance, automated course management, scalability, and learning optimization goals thanks to the delivery and effectiveness of its compliance training and onboarding program.

In particular, the compliance training program has seen groundbreaking success. The company is meeting its regulatory reporting requirements more effectively and comprehensively — and in a timelier manner thanks to automation.

Using Business Intelligence (BI), Vivint generates visualizations that ensure timely compliance training. Data provided through Absorb gives Vivint complete visibility into compliance training completions, course enrollments, and the rate of completion.

"We have gotten a lot out of Absorb," Schut says. "Our compliance completion has gone up, and new hires get the experience they need, and they get excited about our training."

Refining and redesigning its new hire program, and better focusing courses on roles, has let new hires complete training faster while still being well-equipped to perform their specific duties. Old course content and products that technicians won't be handling have been removed, delivering more efficient training.

"With our field training, which we've recently implemented, we've seen really good results around getting technicians trained faster. And the addition of the observation checklists makes sure we haven't cut too deep to speed training, and we can be confident our technicians have the skills to do a great job."

Through its more efficient and relevant course curriculum, the company has been able to reduce the amount of time field technicians spend in eLearning from between 24 and 25 hours down to only eight to 10 hours. In addition, time to production for new technicians has been reduced from an average of 68 days in 2024 down to only 39 days by April 2025. In the same period, the time to first referral for new technicians has dropped by nearly 50% from 113 days to just 58 days.

Time savings from the new learning platform extend to the learning and development team as well. By streamlining and optimizing enrollment, data collection, and reporting on Absorb LMS, Administrative staff are saving time and improving workflows. Flexible admin access and controls have allowed the team to provide access to part-time call center trainers and empower managers to run reports themselves.

Vivint has seen its strategy of denying access to employees who haven't completed compliance have a major impact on completion rates and their timeliness. At the same time, Absorb's post-enrollment capabilities are helping the company meet its regulatory requirements by automatically re-enrolling employees after a defined number of failed course attempts.

"We haven't seen another LMS that has allowed us to do that plug-and-play out of the box," Schut says.
Vivint continues to expand and scale its training programs rapidly and Absorb plays a huge part in its plans. For example, the company will soon launch a new cohort-based leadership training program, and Schut says his team is enthusiastically looking forward to the upcoming Absorb Communities feature to foster collaboration and peer-to-peer knowledge sharing among learners.

"Communities will give us another tool to rely on to make learning richer without having to rely on Teams channels or other things, it's all just baked into Absorb."

absorb & vivint.

Empowering learners to enrich their lives, workplaces and communities.

Schedule demo