



# RINGORANG SUCCESS STORY

INDUSTRY: PUBLIC SERVICE / UTILITY

AUDIENCE: 200+ EMPLOYEES

SETTING: REMOTE WORKFORCE

CONTENT TYPE: INFRASTRUCTURE PROTECTION & DATA PRIVACY

## COMPANY OVERVIEW

Puget Sound Energy (PSE) is the largest power utility in Washington State providing electrical power and natural gas primarily in the Puget Sound region. The company has more than 3,000 employees.

### BUSINESS CHALLENGE

- PSE is subject to semi-annual compliance audits for critical infrastructure protection and data services.
- Non-compliance fines are steep with one case exceeding \$20M; the company had been fined after each audit.
- The company needed to close the training retention gap among employees to reduce fines and bring security and privacy practices in line with regulations.

### RINGORANG SOLUTION

- The Ringorang solution leverages proven micro-learning coupled with gamification to deliver knowledge in contextually relevant setting for the learner in a manner that constantly reinforces learning and creating sustainable behavior.
- Ringorang designed and delivered a micro-learning gaming program to 200 PSE employees over a three week period.
- Each participant engaged with the Ringorang platform for ten minutes daily.
- Participants were from three groups: those who had taken traditional training first, those that took the traditional training after participating in the Ringorang program and those who only participated in Ringorang.

### PERFORMANCE IMPACT

- PSE achieved a 56% retention increase among learners who used the Ringorang platform verses standard training engagement.
- Employees trained only by Ringorang performed at par with those trained both with Ringorang and traditional training, illustrating that it is Ringorang that really made the difference.
- PSE received no fines due to non-compliance among Ringorang participants.

