

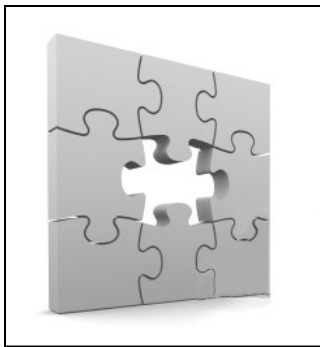
## XTRA LEASE

Faced with the challenge of deploying a new mobile software solution from a previous paper-based system, XTRA Lease, a multi-national transport leasing company, turns to SSE for a web-based training solution, not only capable of training employees dispersed in multiple locations, but also easy to understand and retain in order to minimize turnover.

### An Overview

XTRA Lease is the North American division of XTRA Corp., a global lessor of transportation equipment. The XTRA Lease fleet consists of more than 100,000 over-the-road trailers that it rents to trucking operators from more than 80 locations in the U.S., Canada and Mexico. The fleet, segmented by nation and geographic region, encompasses an array of container types including CARB-compliant reefers and 20-foot, 28-foot, 40-foot, 48-foot and 57-foot pintle hook and lift gate trailers.

### The Challenge

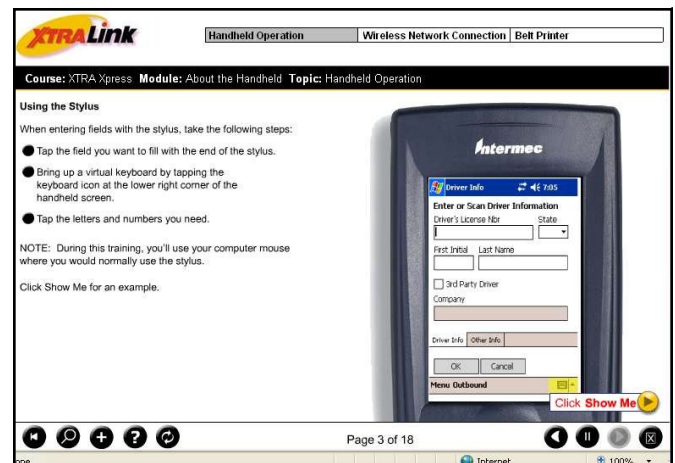


XTRA Lease concluded that significant economic benefits would accrue if it were to transition from a paper-based trailer-tracking system to XTRA Xpress, a web-based virtual private network tracking system with the input mechanism being a

hand-held electronic device. The paperless system would provide continuous real time inventory updates, expedite equipment repair/replacement and help XTRA trailer yard managers put customers on the road faster. The ultimate success of the plan hinged on the ability of XTRA field personnel to master the use of the new sophisticated devices. XTRA Lease needed a training solution that employees could quickly understand and retain, allowing for a seamless deployment of the new mobile software.

### The Solution

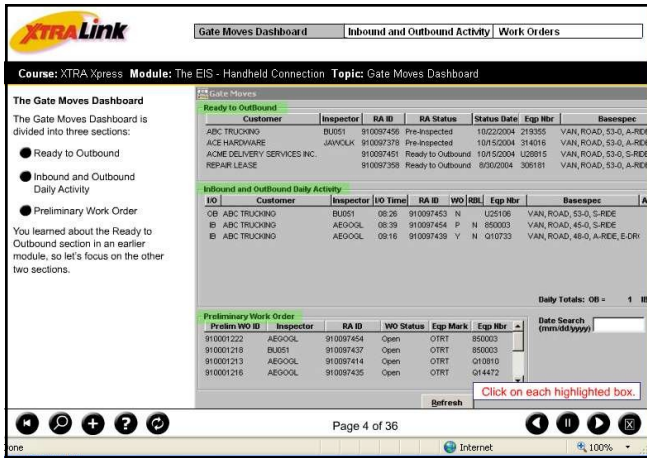
SSE employed a “super-partnering” approach to help XTRA Lease implement the new training solution within budget. Working side-by-side with XTRA human resource staff, SSE managed the development of 14 training scripts, each 10 minutes long, which delved into how to best use the XTRA Xpress enabling devices. The scripts incorporated Adobe Flash and Adobe Captivate, off-the-shelf training software that delivers interactivity and allows for rich media, including animations and videos.



Users were first given an overview of the devices features and then taken through step by step operating procedures for each area of the business which would now depend on the handheld devices. Part of the solution also included training on the XTRA Express web-based system itself,

to show how the information processed by the handheld devices was immediately uploaded to the new online tracking system. With users getting a glimpse of each component of the new system and how they intertwined, the process was more quickly understood allowing for a fast, smooth transition from the paper based system.

Two comprehensive multiple choice tests followed the segmented training modules, ensuring the user properly understood the operations of the new handheld device and XTRA Xpress web-based system. Additionally, SSE deployed the solution through the Hosted SSELearn<sup>SM</sup> Management System, a learning management solution accessed through a web site portal that allows for tracking and assessment of learner comprehension and course completion.



With the users getting a glimpse of each component of the new system and how they intertwined, the process was more quickly understood, allowing for a fast, smooth transition from the previous paper based system.

## Results

First and foremost, the solution gives XTRA Lease the ability to continuously quantify a learner's mastery of the device via post-lesson assessment and follow-up reporting. Second, training is optimally time and cost-efficient. The web portal gives yard managers instant access to the program, just as it eliminates travel for XTRA regional and national human resource personnel. Third, the program is proving highly effectual in the transition from the previous paper based system allowing XTRA lease to streamline processes.



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