

# INDUSTRIAL SAFETY TRAINING: PEST CONTROL

CASE STUDY

## The Company

McCloud Services is a leader in integrated pest management solutions in the food supply chain of custody, health care, hospitality, property management and retail industries.

## Challenges

The biggest challenge for McCloud was getting technicians trained and finding a way to ensure that their training was actually completed. Employees were also having difficulties to pass the National Pest Management Association's certification exams, which prevented team growth. They needed a platform that allowed alignment, knowledge retention and remote training for the distributed team, since the company operates in 10 different states.



## How Gnowbe Helped

- 01 Created an online training curriculum comprising 48 programs
- 02 Enabled trainers to assess new hires and their retention of learning through the Gnowbe Dashboard

## Results

- 01 Increased employees' pass rate from 60% to 100% for the National Pest Management Association's certification exams
- 02 Increased employees' retention rate from 33% to 81%
- 03 Achieved consistency in training and learning across the 10 different states



## Field Staff Training Testimonial

"With Gnowbe, we have **improved our employee retention rates from 33% to 81%** because our technicians love that we're investing in their development. In fact, **98% of our employees are now passing their industry and state certifications** on the first try!"



*Anna Berry  
Training Manager & Entomologist  
McCloud Services*



# Ready to accelerate your business growth?

Schedule a **free consultation session** with us [here](#).

**gnowbe**