

Omnidian Cuts Training Time, Expands Labor Pool with Interplay's Digital Platform



Key Successes

- Widened talent pool with comprehensive in-house training, lowering entry barriers for inexperienced applicants.
- Achieved a 50% reduction in onboarding and training time for new agents through scalable, online training.
- Reduced burden on internal resources for training.
- Enabled ongoing, self-directed technical education.

Summary

- Omnidian agents handle over-the-phone system troubleshooting and needed expertise in remote installation assessment.
- Onboarding new agents was lengthy and resource-intensive, requiring senior experts to take on training roles.
- Interplay's solar catalog and 3D simulations eased hiring pains by reducing the need for prior technical experience, expanding the labor pool.
- This led to reduced ramp time for agents, increasing efficiency and capacity, allowing senior experts to focus on their core responsibilities instead of training.

About Omnidian

- Leading provider of solar performance plants in the nation
- Manages 1.3 gigawatts of commercial and residential solar power across approximately 200,000 sites nationwide
- Solar experts deliver 24/7 professional monitoring, service alerts, real-time diagnostics, and on-site maintenance

Training Goals

- Equip agents with expert knowledge to perform remote assessments effectively.
- Provide hands-on installation experience to all Omnidian solar agents.
- Streamline the onboarding and training process to be more efficient and practical.
- Optimize resource use by freeing high-level experts from teaching duties.

Training Challenges

- Agents performing remote assessments must be technically knowledgeable.
- Most Omnidian solar agents begin with minimal hands-on installation experience.
- Onboarding and training agents is a long process focused on academic learning.
- Training ties up valuable resources due to the highest-level specialists teaching new agents.



Virtual Training Minimizes Onboarding Time While Maximizing Agent Skill Levels

When Residential Solar Operations Associate Adam Powers joined Omnidian, he saw an opportunity to enhance the training and education process for remote agents. New hires often had limited hands-on installation experience and needed to master remote assessments by phone. The existing training was academic, slow, and resource-intensive, relying on the most experienced experts to train and support new agents.

Implementing Interplay's Comprehensive Training Solution

Powers discovered Interplay Learning's solar installation courses and was impressed. With a single login, he could deliver comprehensive solar training, attract a more diverse talent pool, and use Interplay as a virtual mentor, relieving senior employees from training duties. This system allowed new hires to access online video courses and 3D simulations and quickly learn the basics of inverters and wiring. Powers further enhanced the training experience by partnering with a local virtual reality arcade to set up a VR lab for the Omnidian team, providing valuable hands-on experience in a controlled environment.

"The training offered by Interplay Learning is different from our original textbook format — it's easily absorbed by new hires, allowing us to step back while they learn. The agents come out truly knowledgeable," said Adam Powers.

Schedule time with a training expert to learn more.

Contact: sales@interplaylearning.com

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customersuccess@interplaylearning.com*

Improving Training Efficiency and Workforce Diversity

This new approach to onboarding and training has been transformative for the company, freeing up resources and increasing capacity. The comprehensive digital training has expanded the diversity of the employee pipeline and improved agents' troubleshooting skills. The continuous learning opportunities provided by the platform keep agents engaged and proficient.

"Initially, the agents didn't realize the training was certified, but many have returned to earn credentials through Interplay courses. It's a valuable way to build out solar systems without needing a physical training facility," Adam Powers added.



Adam Powers