

With almost 400 stores around Europe, Feu Vert is a leader in the distribution of a wide range of automotive products and related technical services (Feu Vert's offering counts some 5'000 automotive parts). Feu Vert offers more than 70 different services in its workshops, including current maintenance and others. On the retail side, Feu Vert sells replacement parts, security devices, and a large variety of accessories (bike racks, roof boxes, seat covers, mats, GPS systems, DVD players...).



The issue

- Ensuring consistency of skills and sales pitches among sales staff across the company when dealing with clients
- Having a flexible and adaptable training solution for:
 - training highly technical staff on new technologies
 - managing high staff turnover
 - guaranteeing quality assurance (short deadline for training a large number of experts)

The solution

- **Short (15-20 min) modules** developed in MOS Chorus covering different professional profiles of Feu Vert staff
- MOS Chorus used as a simple and adaptable platform for the diffusion of e-learning content
- Access to trainings on dedicated work stations
- **Technical support and services:** efficient training and IT hotline ensuring rapid responses to client queries