

“To be competitive

and respond to business opportunities, **we need trained**

With J. J. Keller’s video subscription service, our team is ready to handle any job.”

— Jim Halligan
Director of Safety, Compliance & Training
William B. Meyer, Inc.
Stratford, CT

“Our business is more challenging than ever before,” says Jim Halligan, Director of Safety, Compliance & Training for William B. Meyer, Inc. “Successfully bidding on a particular job depends on having trained team members.”

“We offer multiple business services involving the moving, handling, storage, and distribution of our clients’ highly valued assets - all of which require that our team members receive specialized training,” he observes. “With J. J. Keller’s video subscription service, for one price we can get unlimited access to as many different training titles in the curriculum as we want. It’s an easy and efficient way to always provide the right training for the right service.”

“We have warehouse locations in Connecticut, Massachusetts and New York,” Jim explains. “Initial training is performed here at our corporate Stratford location, and I go to the other sites as needed. Our team members move and store goods as well as deliver them. So they get OSHA training like forklift safety, fall protection and ergonomics in addition to learning about topics such as vehicle inspections and security.”

As his company has diversified and grown, Jim has found it harder to plan training around the many different project and delivery schedules.

“Thanks to our subscription service,” he says, “I no longer have to go from location to location every time training needs to be performed. It’s delivered online, so if needed, I can email a remote access link to the warehouse manager at that location. He can then call up whatever program is needed and administer training on the spot.”

“For example, recently we had three long-term riggers who needed to be recertified in the middle of a project. With our subscription, I was able to train them immediately at their own warehouse location. I produced certificates right away, sent

personnel.
service,

them to our customer to verify that they were qualified to perform the work, and quickly got them back on the job.”

William B. Meyer’s corporate management shares Jim’s belief in the importance of training. “They see it as an aggressive part of our commitment to quality service,” he remarks, “Fifty percent of our work is offsite on our customers’ premises, so that often necessitates diverse training. Our subscription service gives us the flexibility to quickly train on specific topics based on client needs.”

“I find J. J. Keller programs superior in quality to other training in the market. The supplemental information is so important, because if it’s insufficient, then I’d have to add material on my own. J. J. Keller guides and handouts have clearer, more detailed information than others I’ve seen, and they’re engaging to the trainee without talking down to them. Most supplemental materials are free with my subscription so I can download and print them out as needed.”

Another benefit Jim gets by using training from J. J. Keller? It’s backed by the support of his skilled customer service representative. “I completely rely on her honesty and trustworthiness,” he says. “She’s like a colleague, not an order taker. Her knowledge of my industry and product recommendations are a huge contribution to my safety program.”

As his company grows, Jim will continue to count on his video subscription service to prepare team members for the challenges ahead. “Thanks to J. J. Keller, our training possibilities are limitless — which is how we see our company’s future.”

William B. Meyer, Inc. at a Glance

William B. Meyer, Inc. is a leading single-source provider of transportation, storage and distribution services. Established in 1915, the company is well-known for quality service and innovative solutions and has locations in Connecticut, New York and Massachusetts.



“J. J. Keller’s tech support team has been behind us all the way as we’ve researched, set up, and used our subscription. It’s nice to know that if I need help, I can count on a quick and helpful response.”



“Many team members are responsible for moving goods as well as transporting them. J. J. Keller training helps them handle both duties.”



“When you compare the cost of training vs. a business opportunity lost due to a lack of training, the flexibility of a subscription-based curriculum is a real value.”