

# Success Story



## STOEL RIVES LLP

**Location:** 12 Locations in the United States

**Program Enrollment:**  
30 employees per year

### Success Metrics:

- Facilitates employee self-study for MOS exams
- Improves MOS certification pass rate
- Provides screening tool for potential employees



## Stoel Rives Promotes Staff Education with GMetrix

Law Firm Staff Earn Microsoft Office Specialist Certification to Validate Skills

### Introduction

Stoel Rives LLP is a full service business law firm with approximately 850 attorneys and administrative employees operating out of 12 offices in the United States. The firm places great importance on the professional development and retention of its lawyers and staff. As part of this commitment, Stoel Rives dedicates substantial resources towards training administrative staff in business process technology.

Vivia Weller is the firm's National Manager of Technical Training. Weller worked with Certiport to implement a Microsoft Office Specialist (MOS) certification program for firm helpdesk support staff and technical trainers.

Certiport's MOS certification program uses GMetrix, a skills management system that uses practice exams to assess and track employee competency in Microsoft Office as part of MOS certification preparation.

### Practice Makes Perfect

At Stoel Rives, helpdesk support staff and technical trainers first attend a workshop on MOS certification, where they review exam objectives and familiarize themselves with the self-study process. Using GMetrix they then study on their own until they are ready to take the MOS certification.

Having worked with MOS throughout her career, Weller believes in the value of practice

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National Manager of  
Technical Training  
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exams. “GMetrix allows our employees to prepare for Microsoft Office certification in a structured and self-directed fashion. We find it a very useful training tool,” says Weller.

After employees pass the standard GMetrix practice exams, Weller creates a custom GMetrix plan for each employee that focuses on areas still requiring improvement. Once an employee achieves 100 percent test-taker accuracy, they can take the MOS certification exams.

This year the program will be expanded beyond helpdesk staff to include the firm’s practice assistants. Says Weller, “If you are a construction worker you need to own a hammer. If you are a legal practice assistant, you need to own Microsoft Word.”

Stoel Rives has expanded the use of GMetrix to screen potential employees. Weller has worked with the HR department to develop custom exams in GMetrix and administer them to candidates who say they have experience in Word, Excel or Outlook. GMetrix allows Stoel Rives to verify that candidates have the right skills for legal documentation, such as creating a table of contents, table of authority, using and modifying styles.

“GMetrix and MOS certification helps us ensure our employees know how to use Microsoft tools effectively in a high-paced legal office environment,” concludes Weller.

## About Stoel Rives LLP:

Stoel Rives is a business law firm providing corporate and litigation services to a wide range of clients throughout the United States. The firm has nearly 400 attorneys operating out of 12 offices in seven states and the District of Columbia. Stoel Rives is a leader in corporate, energy, environmental, intellectual property, labor and employment, land use and construction, litigation, natural resources, project development and real estate law. For more information, visit [www.stoel.com](http://www.stoel.com).

## Results

GMetrix allows Stoel Rives employees to learn the ins and outs of Microsoft Office software. Taking practice exams also saves money since employees not properly prepared for the MOS exam do not waste MOS exam vouchers.

Stoel Rives has achieved an impressive 95 percent pass rate on MOS certifications with the assistance of GMetrix practice exams.

Seattle practice assistant Akeyla Ulii says, “MOS certification is simpler than I thought it would be! Thanks to the training and practice tests, I was well prepared for my exams and felt very comfortable with the testing environment.”



### ABOUT CERTIPOINT

Certiport®, a Pearson VUE business, prepares individuals with current and relevant digital skills and credentials for the competitive global workforce. These solutions are delivered by more than 12,000 Certiport Centers worldwide and include the official Microsoft Office certification program, the Microsoft Technology Associate certification program, the Adobe® Certified Associate certification program, the Adobe® Certified Expert program, the HP Accredited Technical Associate, the Autodesk® Certified User certification program, the Intuit® QuickBooks Certified User certification program and the IC3 Digital Literacy certification.