



NovaSource Power Looks to Eagle Eye University (EEU) for Crucial Online Battery Training Amidst the Pandemic

The Customer

An end-to-end renewables insights and O&M (Operations & Maintenance) services partner, NovaSource Power is now the world's largest solar O&M provider, with over 700 dedicated service technicians serving the utility, industrial, commercial, and residential solar markets, as well as EV charging station infrastructure. It fuels smart growth and empowers the renewable world through asset owners by delivering turnkey support across the renewables project lifecycle.

The Challenge

For NovaSource, safety is top priority. With five safety experts and zero reportable incidents, training for NovaSource technicians must meet the highest standards. To ensure battery systems are carefully monitored and assessed, NovaSource needed to obtain comprehensive battery training during a global pandemic. With their ability to send technicians off-site for training prohibited by Covid travel restrictions, they turned to EEU for a virtual solution.

The Eagle Eye Solution

Offering an online course curriculum for its Battery 101 course, EEU was able to deliver the necessary training for NovaSource while meeting the stringent requirements set for its service technicians. These courses provided NovaSource with the superior training it needed, without having to attend in-person sessions.

The Implementation

Working hand-in-hand with NovaSource to develop a course progression path for its technicians, EEU delivered its Battery 101 course to trainees via a dedicated online portal. Once completed with each course, live question and answer sessions with the seasoned course instructor were scheduled to further assist with content comprehension.

The Results

To date, NovaSource has enrolled its technicians in two complete battery training sessions - Battery 101 and NERC compliance courses. Praising EEU for its informative, engaging and user-friendly format, the Q&A sessions helped elucidate any questions remaining after course completion by connecting technicians directly with a premier industry expert. Delivering the confidence for NovaSource technicians to safely and successfully perform their jobs in the field, EEU is proud to partner with NovaSource and help it remain on the cutting edge of the renewable technology industry.

"Our Team thought the training was really informative and the platform was user-friendly. We greatly appreciate the one hour spent for Q&A after to go over any notes we took and questions as it pertained to the training."

- Cole Berman,
Central Services Manager,
NovaSource Power Services

