

# Buckner HeavyLift Cranes Enhances Safety, Reduces Costs, and Streamlines Training with Digital Solutions

## Key Successes:

- › Reduced CCO recertification prep costs by 87%
- › Achieved a 98% pass rate for CCO recertification
- › Increased crane operator safety compliance training from 75% to 99%
- › Standardized and centralized training adherence within a single digital platform



## Summary

- Buckner's 75 crane operators maintained CCO certification using ITI's crane and rigging catalog and digital test prep pathway, achieving a 98% pass rate.
- By strategically leveraging online training, Buckner cuts CCO recertification costs by 87% every five years compared to sending all operators to traditional in-person training.
- ITI's digital training minimized operational downtime, keeping operators certified without leaving job sites, which could cost Buckner up to \$3,300 per day per unmanned crane.
- Safety training completion rates rose from 75% to 99% through Buckner's innovative, incentive-driven program, Buckner Bucks, which was made trackable via ITI's platform.
- ITI's crane and rigging catalog served as a digital boot camp, familiarizing new apprentices and sales hires with fundamental crane operations while encouraging digital training adoption among seasoned operators.

## About Buckner HeavyLift Cranes

- Over 75 years of expertise in heavy lifting, specializing in complex crane projects.
- Fifth-largest crawler crane fleet in the U.S.
- Industries include wind power, stadiums, refineries, and industrial construction, offering expert lift planning and project management.
- Strong commitment to safety, integrity, and efficiency, ensuring cost-effective and timely project execution.
- One of the only crane companies with ISO 45001, 9001, and 14001 certification credentials.

## Training Program Goals

- Standardize, scale, and track crane operator training for CCO mobile crane recertification and safety compliance.
- Reduce costs and administrative burdens associated with CCO recertification.
- Implement incentive programs to drive safety compliance and training engagement.
- Broaden digital training adoption among seasoned operators while equipping sales teams and apprentices with deeper technical knowledge to support their growth and effectiveness.

## Training Challenges

- Ensuring consistent CCO recertification training across a dispersed workforce while managing administrative complexity.
- Experiencing high costs and logistical hurdles of in-person CCO training and travel.
- Adhering to safety and compliance training mandates while tracking completion rates across branches.
- Providing ongoing access to up-to-date digital training resources.

## Building a Scalable and Cost-Effective Training Program

For over 75 years, Buckner HeavyLift Cranes has been a leader in large-scale crane operations, specializing in complex projects in stadium construction, refineries, and industrial development. With the fifth-largest crawler crane fleet in the U.S., Buckner adopts and incorporates the latest cutting-edge technologies and maintenance techniques to consistently provide quality products, minimize equipment-related issues, and strive to prevent incidents and injuries. However, managing the certification and safety compliance training of over 75 crane operators across multiple branches posed significant challenges in logistics, costs, and engagement.

To address these issues, Buckner adopted digital training solutions from Industrial Training International (ITI), an Interplay Learning company. ITI's scalable, cost-effective solutions ensure safety and compliance, reduce CCO recertification expenses, and centralize workforce development.

## Digital Solutions for Mobile Crane CCO Recertification

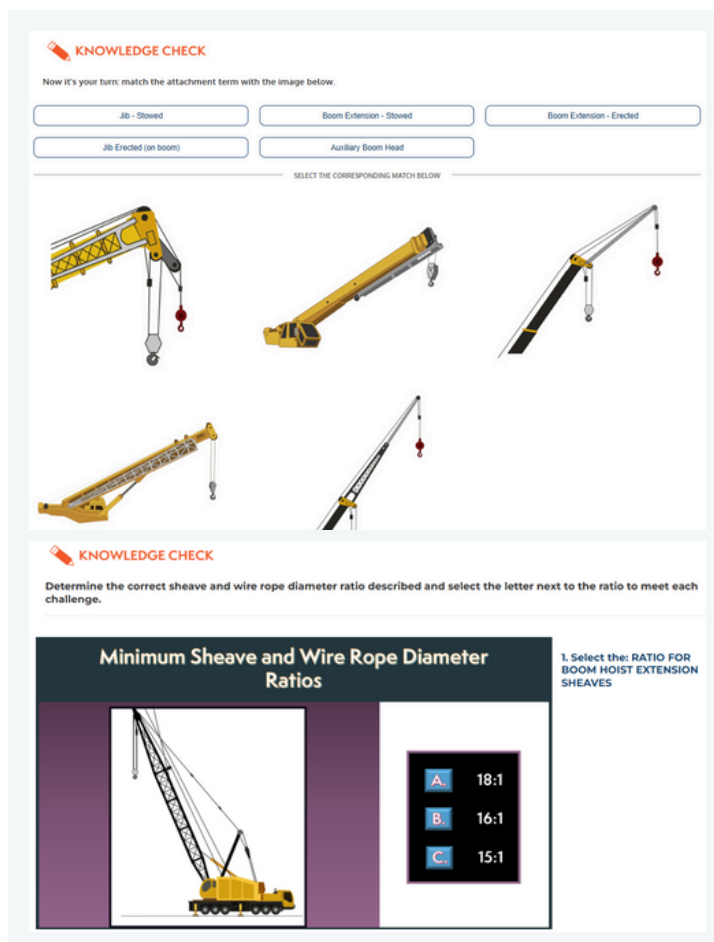
Crane operator certification (CCO) is essential for Buckner's workforce, with operators required to recertify every five years. Before adopting ITI's digital training, Buckner relied on paper-based study prep guides that had to be mailed to employees nationwide. This approach created inefficiencies, limited visibility into progress, and delayed preparation timelines.

*"Before ITI, we struggled with getting the right study materials to our team on time, and there was no easy way to track it,"* said Colton Rhew, National Safety Manager at Buckner. *"Now, everything is in one place, and we can ensure operators are well-prepared for their exams."*

While in-person training remains essential for hands-on skill development, Buckner is experiencing significant cost savings by strategically and selectively using online courses to augment and supplement the existing infrastructure of in-person training events.

By choosing ITI's online training over its multi-day in-person course for CCO recertification prep, Buckner has reduced its training costs by an estimated 87% every five years for its 75 operators, excluding additional expenses like exam fees, travel, and lodging.

The ability for operators to prepare for their CCO recertification remotely supports consistent training across geographically dispersed teams and avoids costs associated with downtime.




**KNOWLEDGE CHECK**

Now it's your turn: match the attachment term with the image below.

Job - Stowed	Boom Extension - Stowed	Boom Extension - Erected
Job Erected (on boom)	Auxiliary Boom Head	


SELECT THE CORRESPONDING MATCH BELOW



**KNOWLEDGE CHECK**

Determine the correct sheave and wire rope diameter ratio described and select the letter next to the ratio to meet each challenge.

**Minimum Sheave and Wire Rope Diameter Ratios**



1. Select the: RATIO FOR BOOM HOIST EXTENSION SHEAVES

A	18:1
B	16:1
C	15:1

## Reducing Operational Downtime

Before adopting ITI's online CCO training, operators had to leave job sites for in-person training, potentially costing Buckner up to \$3,300 per day per unmanned crane if replacements were unavailable or operator certification lapsed.

With ITI's digital crane and rigging catalog, operators can complete certification prep requirements on-site, stay productive, and help Buckner maintain its reputation for reliability and timely project completion. Minimizing downtime allows Buckner to meet deadlines and avoid costly delays, benefiting customers who depend on safe and timely crane operations.

## Centralized Tracking and Automated Reminders

In addition to cost savings, ITI's platform provides centralized tracking and automated reminders, further streamlining the training process.

With ITI's online CCO test prep, Buckner's operators received structured, easy-to-follow courses that prepared them for recertification exams, resulting in a 98% pass rate. Automated reminders and progress tracking help ensure timely recertification without overburdening the administrative team.

*"For companies spread across the U.S. or even globally, online training is essential. It's made a huge impact on our operations. There's no need for us to develop these courses ourselves, manage a production team, or update content. Everything is kept up to date for us, saving time and money."*



**Colton Rhew**

National Safety  
Manager  
Buckner HeavyLift Cranes

## Strengthening Safety Training and Compliance with ITI's Digital Solutions

Safety is a core value at Buckner, and ITI's safety training catalog plays a crucial role in reinforcing best practices, ensuring compliance, and driving engagement across the workforce. Before ITI, Buckner faced challenges in standardizing safety education for its widely distributed team, leading to inconsistent training completion rates and administrative burden in tracking compliance.

## Incentivizing Learning

To drive participation and engagement in training, Buckner introduced an innovative incentive program that's seamlessly tracked through ITI's platform. Through the Buckner Bucks initiative, employees earn \$40 for each completed safety course, up to 22 courses per year. The rewards can be redeemed for high-value items such as tools, electronics, and branded gear, encouraging ongoing learning while recognizing employee effort.

Since adopting ITI's digital safety training, Buckner's compliance rates have increased from 75% to 99%, ensuring operators complete critical courses in fall protection, first aid in construction, and PPE awareness. ITI's structured content reinforces proper inspection procedures and highlights common hazards, helping operators avoid dangerous shortcuts. Colton shares:

*"ITI's Health and Safety catalog has been a key resource for us. Safety and risk management are critical, and providing our team with ITI's industry-leading technology and advanced training has been a huge advantage."*

These courses, combined with ITI's accessible platform, have significantly increased training engagement. Operators actively seek additional training to enhance their skills and earn rewards, contributing to a stronger safety culture and fewer incidents.



## A Scalable Model for Workforce Development

While new employees quickly adapted to online training, Buckner needed to encourage adoption among seasoned operators less familiar with the latest technologies. To overcome this, Buckner introduced structured support, including group training, peer mentoring, and assistance from ITI. Once operators saw how digital training supported certification, reduced travel time, and allowed self-paced learning, adoption increased. The ability to reference digital materials on demand also reinforced key concepts between hands-on sessions.

Beyond operator recertification, ITI's digital catalog also plays a key role in onboarding and career development.

- **Sales Bootcamp:** New sales hires use ITI's training to understand crane operations and confidently field sales calls.
- **Career Advancement:** Entry-level yard personnel and apprentices use the crane and rigging catalog to familiarize themselves with crane and rigging fundamentals and advance to higher roles, such as crane operator or technician, providing a pathway for internal growth.

## Summary

Through a blended learning approach, Buckner ensures operators remain highly skilled, safety compliant, and ready to meet industry demands. Buckner's success shows how companies can leverage technology to enhance workforce training while maintaining a strong safety culture and operational excellence.

## Schedule Time with a Training Expert to Learn More.

**Contact:** [sales@interplaylearning.com](mailto:sales@interplaylearning.com)

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