

## Landen Consulting Case Study: Implementation Support Tools - Customized LMS/Learning Management System

### *The Challenge:*

The client (a U.S.-based insurer) was beginning a large multi-year hardware & software implementation, which included a comprehensive training & performance-support initiative. The training program included an instructor-led training session, which needed to be delivered to 45,000 users in regional learning centers across the country. The curriculum also included multiple evaluation/follow-up components, including a pre-assessment, a post-class reaction survey, and 30-day and 60-day post-assessments.

Prior to Landen Consulting's involvement in this initiative, the client was utilizing a variety of different tools and manual processes to manage the various aspects of training initiatives, including paper-based rosters, e-mailed Excel spreadsheets, a 3<sup>rd</sup>-party assessment database, and other un-integrated data sources that often involved maintaining duplicate sets of data for a learner, with the associated administrative overhead.

The challenge: Develop a set of integrated tools to provide regional trainers with scheduling and follow-up features, reduce administrative overhead, and provide top-level management reports.

### *The Solution:*

We developed a robust custom web-based Learning Management System application (TIM, the "Training Implementation Manager") which replaced multiple manual labor-intensive processes, allowing field trainers to reduce their administrative workload and instead focus on supporting their learners. The new system provided regional training scheduling, tracking, & logistics management tools, a centralized online survey & assessment delivery engine, and a full-featured reporting environment.

Features of the application included:

- Create curriculums/learning-tracks and assign students to curriculums.
- Schedule classes and roster students. Our innovative user interface included batch-scheduling features that reduced the time-to-schedule for each student and significantly reduced the administrative workload.
- Integrate with other data sources to display key implementation-related events that impact training scheduling (hardware installation, etc.)
- Facilities scheduling & capacity management: track real-time full/empty status for each training room.
- Automatically deliver confirmation letters before class, including customized directions from each learner's location to the training center.
- Track classroom attendance and automatically send a web-based reaction survey to learners once attendance is recorded.
- Provide a centralized scheduling system for field trainers to coordinate in-agency follow-up sessions.

Application features, cont.:

- 30 days after attendance is recorded at the instructor-led session, automatically send a web-based learning validation (skill assessment) to the learner's desktop.
- When the online assessment is completed, the learner is presented with a comprehensive report which recommends a customized set of learning resources (both online & paper-based) to close the skill gaps identified in the assessment. The learner data rolls up into training management reports.
- A full set of reports that were used by multiple audiences, including field support trainers, the technical implementation team, and senior executive leadership. Reports included scheduling/roster reports, training completion/non-completion reports, reaction survey reports, training assessment score reports, and other associated metrics.

### ***The Results:***

The TIM (Training & Implementation Manager) application quickly became a mission-critical tool which was crucial to the success of the aggressive system-implementation initiative. Trainers had noticeably higher productivity compared to their earlier manually-driven scheduling processes, which allowed them to do more with less: the field training departments were able to reduce administrative overhead and increase the amount of time spent personally following-up with their learners. The system had very high up-time (99%+), which spoke to the quality of Landen Consulting's development team. Perhaps the most telling testimonial was the following: When this application later got replaced by an enterprise-wide LMS (due to the enterprise's overarching technology blueprint), several divisions kept using our TIM application and refused to use the new enterprise-wide system. When those same divisions later had to stop using our TIM application, they had to add administrative personnel since the new system caused productivity to drop compared to our TIM application(!)

### ***For More Information:***

For more information on the services available from Landen Consulting, call us at 847.604.8697, or visit us at [www.landenconsulting.com](http://www.landenconsulting.com).