



MapleLMS

Anywhere. Anytime. Any device

LMS Implementation: Enhanced Learning System for US-Based Aviation Industry Leader

Altering the existing complex training management system with a one-stop LMS solution to impart airline staff learning, and reduce cost & time!

Our Client

Holding a revenue of \$16 billion our client is amongst the top twenty acclaimed names in the aviation industry while handling 10 million+ international & 13 million+ domestic passengers. With 50+ aircraft and 35600+ staff across multiple geographic locations, our client has a strong market presence.

Business Challenges

Using a traditional training system had become a difficult task for our client. They needed well-trained, qualified, and competent staff who got their skills updated aligned to the latest trends and technologies in the industry. The client wanted to enhance their engineers' and staff's expertise, by replacing the existing traditional learning system with a standardized one to achieve this goal. With all the complex procedures and strict safety regulations being in place in the aviation industry, our client wanted to provide seamless personnel training, continual learning & development solutions, and meet goals within the stipulated time.

After reviewing the entire system, interviewing operations agents, aviation meteorologists, avionics technicians, regional sales managers, board members, partners, and COOs, we recognized the following challenges that the client was facing:

High training costs

Developing high-quality learning programs was becoming a daunting task for the client as the existing learning system required a large investment of time and money. They needed an e-Learning platform to decrease the training costs and impart training to their staff across the geographical locations, virtually - without the physical presence of a trainer. They wanted to digitize their "Training & Development" solution and enable their employees to learn remotely.

Weak Tracking & Reporting

The client was using an outdated system to manage and track reports, tests, certifications, etc. Analyzing the workforce's performance and providing them role-based appropriate courses was becoming a challenging task for the client. They needed an automated system with an easy-to-use interface to administer and track the learning milestones.

Business Challenges

Regulatory updates in Aviation Ecosystem

It was getting difficult for the client to monitor the regulatory changes in federal regulations, regional and international regulatory and aviation laws, safety standards, industry-specific compliances, etc. within the aviation industry. The client wanted to update and inform their entire workforce (inflight, ground staff, ATC, technical staff, or customer service) about the changing safety standards, and compliances through online training as organizing constant audits and making up-to-date reports on changing compliances are crucial exercises within the aviation industry.

Obstacles in uploading training content

The client struggled with creating and uploading new training material with ease as the aviation industry ecosystem demanded multimedia supported video-based courses for compliance training, health and safety training, toolbox tasks, blind screening, etc. So, the client needed an efficient content repository system to improve the skills of constituent groups within their aviation ecosystem.

Access learnings anytime, anywhere, and on any device

The aviation industry staff work across different locations and time zones. Eventually, it was getting difficult for the client to impart training related to new offerings, updated compliance guidelines, conflict management, updated booking and cancellation policies, and sector-based sales training to their staff. They need a seamless learning system with easy accessibility to utilize the training content in offline mode and learn remotely from anywhere across the globe.

Solutions We Offered



Focused Training Solutions With Automatic Updates

Our modern LMS helped to deliver compliance & regulatory board training programs that supported the aviation staff to clearly understand the constantly evolving industry regulations to take up valuable action at the right time. MapleLMS enabled easy connectors with third-party software that eventually connected the client's Salesforce system with the LMS. This enhanced customer experience and heightened collaboration among airport authorities, equipment manufacturers, and other members through successful operations, and seamless Salesforce-LMS integration.



Effortless Content Authoring Tool

MapleLMS content authoring tool enabled instructors to upload training content with multiple supported courseware and file formats like SCORM, PDF, AICC, MS Office, Media, etc. Apart from that seamless interoperability with the third-party training material, interactive content, ability to upload demos and audio files helped the client to improve internal training for their aviation staff members.



The Result

The solution offered by MapleLMS provided the following benefits to our client's aviation ecosystem:

1

An amalgamation of training on hard skills, soft skills, cabin crew maintenance, airline services was imparted to 2000+ employees.

2

Seamless LMS integration with Salesforce & HRMS enhanced the overall performance of the aviation staff members by 38.59%.

3

Significant growth in ROI due to effective training offered through the LMS to the aviation workforce that kept the client updated with the latest regulatory compliances.

4

Risk and chance of malpractices in administrative tasks eliminated through automated learning methods. This saved the client's time by 40%, and they focused more on other crucial tasks.

5

Training participation increased by 10X times in the online mode. Staff members felt motivated to continue learning because now they have a digitized training system equipped with timely alerts for mandatory training, upcoming training, completed training, and gamified learning experiences.

6

Online tests and assessments were conducted frequently to boost the skills metrics of the aviation staff members.

7

Delivery of learning courses in personalized mobile devices helped the client to get instant feedback, and automated attendance marking in the aviation ecosystem.



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