



MapleLMS

Anywhere. Anytime. Any device

Case Study

A US-based Association Solved Its Learning & Development Problems!

Our client, a US-based Association of Pharmacists, resolved its course management issues by integrating the learning management system with AMS while providing credits and certificates to pharmacists and other healthcare professionals.

Our Client

Our client is the American Association of Pharmacists which promotes the appropriate use of antimicrobial agents and supports practice, teaching, and research in infectious disease. It is an organization for pharmacists who are engaged in infectious diseases and has more than 200 pharmacists and other healthcare professionals. They were not using any learning management platform. Their mission also includes developing collaborative relationships with other organizations involved in education, clinical practice, research, and policy development associated with the prevention and management of infectious diseases.



The Challenges

The association has some challenges and requirements which are as follows:



A Learning System for Member Training

Our client wanted to skill up their medical professional members and thus required a system for hosting their content, quizzes, videos, and surveys. They wanted this system to structure their set pre-requisite in the course.



A System to Issue Certifications

They required the learning system to award credit and issue certificates based on their performance to keep the members engaged.



One Login for Every Platform

It was essential for them to integrate with the AMS so that members could access LMS with just one sign-in.



Required an eCommerce Portal

They wanted an eCommerce portal that helps both members and non-members access the learning management system for easy course purchases with synced prices and coupons as per their respective memberships.



System That Supports Their Credits Type

They were facing difficulties in getting a learning management system that supports the two credit systems they use namely BPS and CPE. They also wanted these credits to be updated both in the AMS system and monitoring systems without any interference.



Course Renewal and Reset

The client wanted all the courses to be renewed and reset for the users when they enroll in those courses again. They also wanted to hide their previous responses/attempts at quizzes or assessments and their past activities.

Solutions MapleLMS Offered

At MapleLMS, we provided them with our LMS and integrated it with AMS for easy access to both their members and non-members.

✓ **A Comprehensive Learning Management System**

Our client can now create courses within our LMS, including adding course materials, making quizzes and assessments, and setting requirements for completing the course, all with the aid of the MapleLMS system. The association can now simply store its course materials within our LMS.

✓ **Ease in Certification Issuing**

The interactive learning content within our LMS keeps the medical professional members motivated to accomplish their goals and rewards them with credits and issued certificates for the courses they complete.

✓ **Single Sign-On (SSO) Solved the Login Issue**

Association members only need to log in once to the AMS; after that, they are redirected to the LMS and given complete access to the LMS platform, all with the same login credentials. As a result, they could use the LMS system to access all the courses they are pursuing or the ones that they completed and other learning resources.

✓ **Easy Course Purchase Using Our eCommerce Platform**

Through the MapleLMS e-commerce platform, both members and non-members can easily subscribe to their selected courses based on their respective memberships, in the form of either bulk prices or coupons.

✓ **Both Credit Types Provided to Members**

With the help of MapleLMS, they can easily reach their learning outcomes, that is, earning both the credits including BPS and CPE supported by MapleLMS. These credit types are also automatically synced in both AMS and the external service, which are the BPS and CPE monitoring systems respectively

✓ **The Former Responses of Users Are Hidden**

Easy configurations are available within MapleLMS that allow hiding past answers to quizzes and assessments on courses users need to retake for the renewal. Our LMS resets the whole course for them to again enroll in the same courses.

The Benefits



With the aid of MapleLMS, the association's learner process management procedure was 99% simplified.

Our client increased their non-due revenue by 96% with the help of credit system for personalized member training.



The MapleLMS learning management processes reduced the reporting teams' workload by 98%.

With the end of the manual enrollment process, there was a 97% increase in the number of courses and other learning products purchased from MapleLMS.



The client saved time and effort by evaluating members' learning in one location due to centralized data.

Members are now able to sign into the learning management system through AMS directly with ease because of Single Sign-on (SSO).

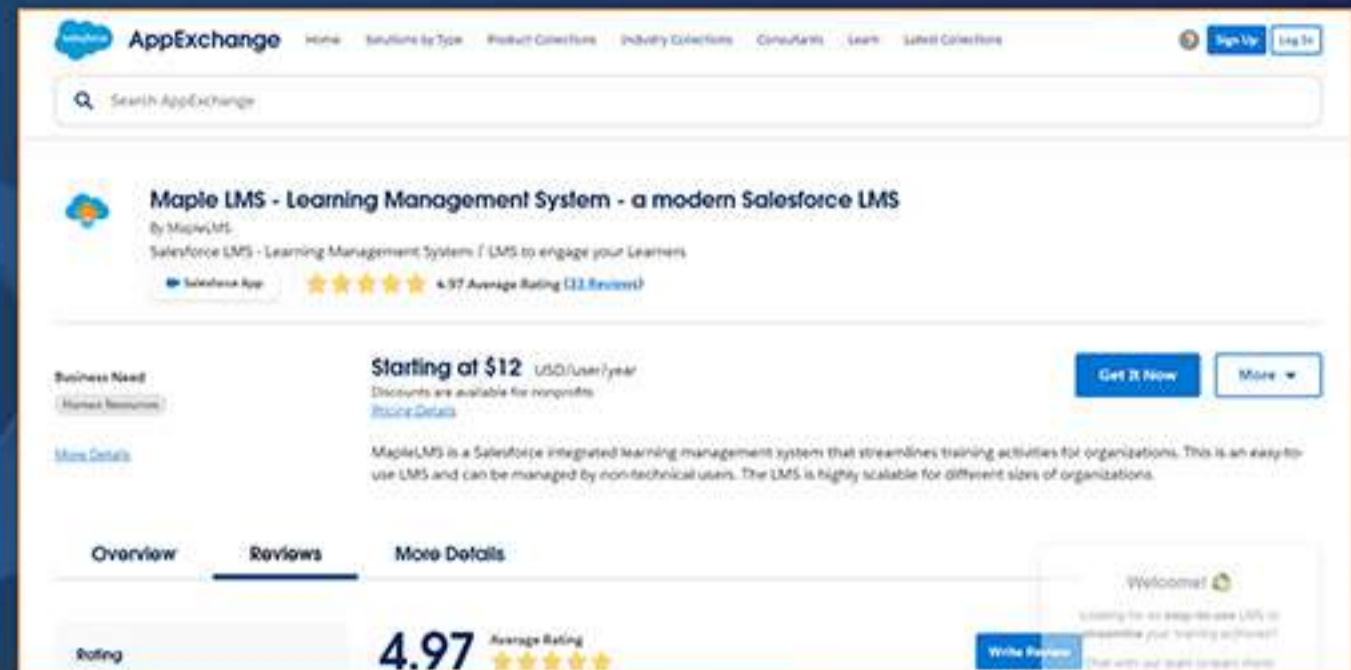


Conclusion

Our client is now easily promoting and expanding their training on infectious diseases using our learning management system. They are satisfied with the increased member retention and are now offering credits to their members.

About MapleLMS

MapleLMS is the no. 1 ranked Salesforce LMS on Appexchange. We are a leading LMS provider for associations, nonprofits, and corporations.



Connect with our Industry Expert



Matt Peterson has almost 30 years of experience and has significant experience in working with Non-Profits and solving their challenges. He has worked with more than 100 customers and has optimized their challenges with an amazing solution

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Our Awards



Our Integration Partners

