



# MapleLMS

Anywhere. Anytime. Any device

## CASE STUDY

### See How a US-based Company Managed Its Internal Staff Training!

Our client, a US-based company implemented its internal staff training with the help of our learning management system with ease. They work in three different industries, namely, lender, legal, and title, so they now keep their agents and staff members up-to-date in compliance and enhance their client-handling skills to perform their tasks. In the future, they are planning to onboard their clients on our LMS for training as well.



## Our Client

Our client, is a US-based company that provides technology, outsourcing, and notary services, and thus, their work involves a lot of client dealing. That is why they are utilizing our LMS system to train their employees for quality client handling and help their clients close deals with ease. They offer varied technologies including lender tech, namely, Vendorscape, iClear, POCPro, and CMAX. Similarly, in legal tech, they have CaseAware, POCPro, and Compliance training. Besides this, they have notary services, title search, and iClearTitle, a web-based invoice management system.



# The Challenges

Our client was constantly facing difficulties with meeting all of their client's demands and thus required their employees to skill up to deal with them. The following are their requirements:



## Didn't Have Any Learning or Training System for Employees

At first, our client didn't have any learning or training system and was facing issues with upgrading their employees' skills because they had to deal with their customers regularly. They wanted a learning management system that could train their employees efficiently.



## No platform for Live Video Training or Web Conferencing Tools

They didn't have any means of training their staff members face-to-face without being present in person and it cost a lot as well. Thus, they needed a learning system that could provide them with live video training sessions using web conferencing tools like Zoom and Microsoft Teams.



## Wanted an Automated Learning System with Easy Tracking

Our client desired to have a completely automated learning system so that their staff members don't have to waste their precious time managing it. Also, they wanted to track their employees' learning progress in the courses they enrolled in.



## Required their Learning System to be Accessible from Everywhere

They wanted the learning system to be able to be accessed from anywhere and on any device so that their staff members didn't face any difficulties in their training.



# Solutions MapleLMS Offered

MapleLMS, seeing how much our clients valued their employees' training, provided them with the following features as solutions:



## **An Easy-to-navigate Employee Training Learning Management System with Gamification**

Our MapleLMS platform is an easy-to-use employee training learning management system that anyone, even a non-technical employee, can use. Our learning system offers its employees the best learning experience using gamification that makes them earn rewards and credentials and access top-notch training materials.



## **Integration of MapleLMS with Zoom and Microsoft Teams for Live Training**

We integrated our learning management system with Zoom & Microsoft Teams to give our client a flexible and interactive platform to conduct live training sessions for their employees. MapleLMS also sends notifications for the upcoming live sessions and performs auto-recording for the attendees who missed the session.



## **Our Learning System Allowed Them to Track Their Employees' Learning Progress**

MapleLMS enables their administrators to easily track their staff members' learning progress, including successful course or assessment completion. It also analyzes the various stages of course completion and sends reminders to the employees to complete the assessments on time.



## **MapleLMS Provides Learning Anywhere, Anytime, & At Any Device**

Our employee training learning management system supports learning anywhere, anytime, and on any device. We also have a robust mobile learning application that helps staff members in learning at their own pace.



# The Benefits



Our client experienced an expansion in their business by 89% with the improvements their staff members showed through regular training on our LMS.



The overall learning experience of their staff members increased by 98% with the help of live training sessions through Zoom or Microsoft Teams.



They can now track their employees' learning progress and the admin can monitor them if they are attending the training properly or not.



The employee engagement and retention rates increased by 97% when they were able to access training even on their mobile devices at any time.



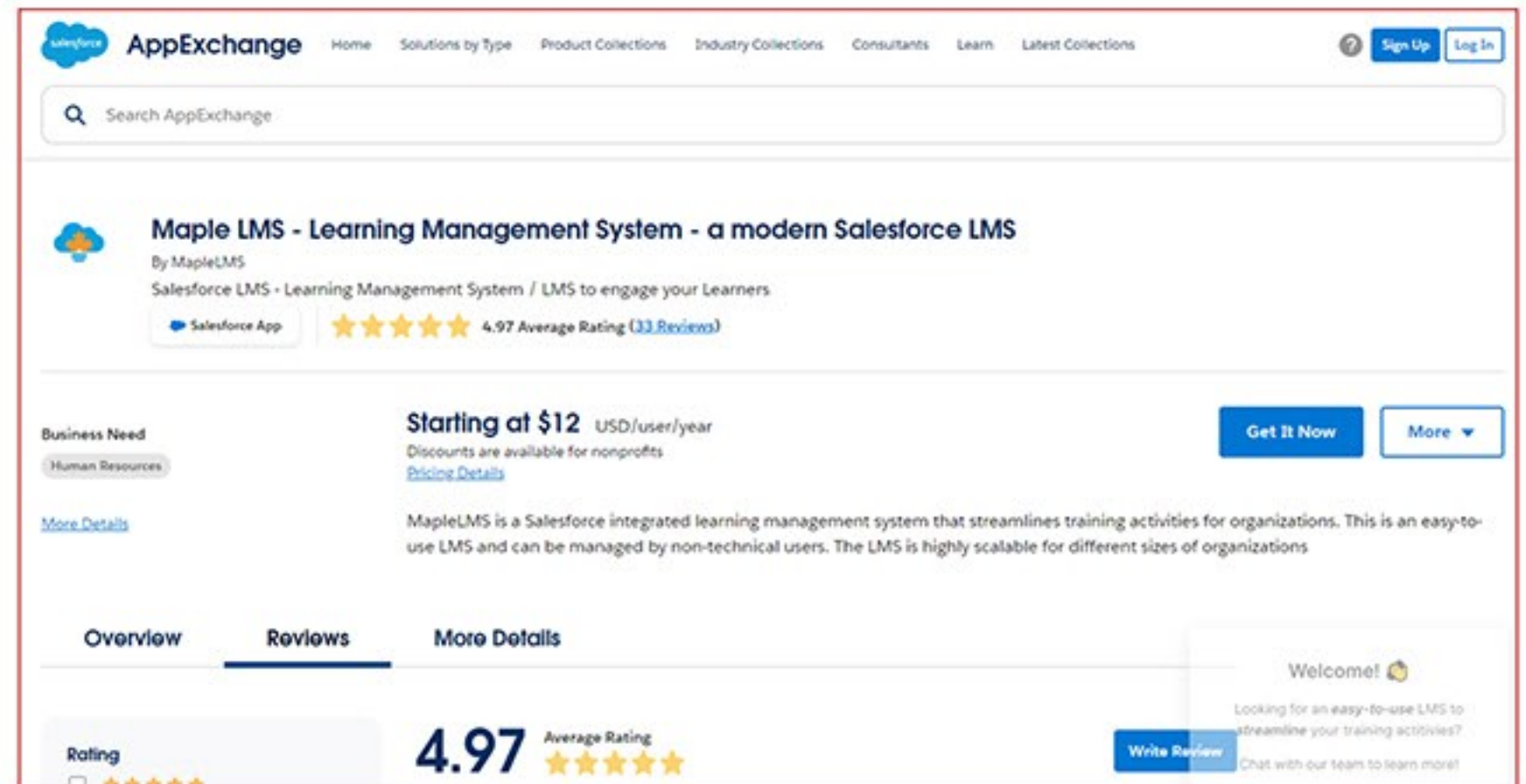


# CONCLUSION

Our client is now easily training their employees and managing it with the help of our learning management system. Their employees are enhancing their skills to offer better client support for IT services to their customers.

## ABOUT MapleLMS

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



## CONNECT WITH OUR INDUSTRY EXPERT

Avin has almost 10 years of experience and significant experience in working with Corporates and solving their challenges. He has worked with more than 100 customers and has optimized their challenges with an amazing solutions.

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## CERTIFICATIONS



## OUR AWARDS

