CASE STUDY

A US-BASED TECHNOLOGY COMPANY IMPLEMENTED ITS **EMPLOYEE TRAINING SEAMLESSLY!**

Maple LMS
Anywhere. Anytime. Any device

salesforce available on the AppExchange

Our client, a US-based technology company is a Microsoft partner and was exploring a system to streamline employee training. Although they had previously used a learning management system, it was not satisfactory. They are now utilizing our Salesforce learning management system to train their employees.

OUR CLIENT

Our client is a **US-based Technology** company, a leading cloud solutions provider, and a Microsoft Solutions Partner. They offer a comprehensive solution to Microsoft 365 and Azure for businesses of all sizes. They have a one-stop shop to streamline the purchase and management of cloud subscriptions for businesses with the help of their US-based Platinum Support team, which is run by their own Microsoft license engineers. With their self-service platform, customers can easily add or remove licenses, receive consolidated invoices, choose monthly terms, and more.

THE CHALLENGES

As a tech solutions provider, our client faced a few challenges in offering their services to the customers, which are as follows:

Ineffective Employee Training

They desired a new learning platform with modernized features that could make their courses accessible to employees while managing their employees' training easily since they were unsatisfied with their prior learning system.

Poor Employee Engagement Levels

Their previous learning system was unable to maintain the engagement of their employees in the course content and was unable to further enhance it for employee skill growth.

Learning Data to Be Kept in Salesforce

One of their requirement was that their backend team who was using Salesforce have complete access to their employees' learning data. They wanted the learners' data to be accessible in one place i.e., within Salesforce.

Unable to Get Performance Metrics for Learners

They had no means of obtaining reports on the training outcomes of their employees in their former learning system. They were unable to analyze the employees' learning experience, assessment scores, credits obtained, and improvements in their customer service abilities.

Limited Learning Data Access

Many of our client's partners and non-salesforce users lived in out-of-network areas with unstable internet connections, so they were not able to access learning data using the previous learning system.

SOLUTIONS MapleLMS OFFERED

After the integration of our MapleLMS with Salesforce, we offered them the following functionalities as a solution through our learning management system:

Enhanced Employee Engagement with the Help of the iLearn Feature

Our iLearn feature, which offers interactive and user-friendly content in many formats, significantly increased our client's employee engagement. Within our LMS platform itself, they now effortlessly create, modify, and preview their course material.

Accessible Data in One Place for Their Salesforce Users

The backend staff has direct access to the learners' data, such as the total number of courses completed, the dates of course completion, the credits received, and more, with the help of MapleLMS integration with Salesforce.

Anytime and Anywhere Learning Data Access Using MapleLMS Mobile App

With the help of the MapleLMS mobile app, all the partners and non-salesforce users can now easily access the learning data for partner training. After downloading the course content once, they can access the content even offline.

Efficient Employee Training Using MapleLMS Learning System

They were able to resolve employee training issues with MapleLMS by utilizing our enhanced learning system, even offline. They now effectively handle all of their employee training programs and provide their customers with upgraded cloud and Microsoft solution services.

Analytics & Reporting from MapleLMS for Useful Insights

On our LMS platform, our client uses detailed reports to process and display course completion data, test results, and user activities such as course progress in a visual manner on a dashboard, including graphs, charts, and tables. These reports inform analytics for insights into learning and enhancing the learning experience of their employees.

THE BENEFITS

The employee training provided by our client is now 97% easier to access and manage.

They observed a 98% increase in overall employee engagement using our iLearn feature.

Since learners could easily access their data, our client's backend staff, which uses Salesforce, saw a 96% increase in overall employee performance.

With the aid of our reporting and analytics, they were able to increase the employee learning experience by 99%.

They increased their customer satisfaction and the purchase of their products increased by 96%.

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.
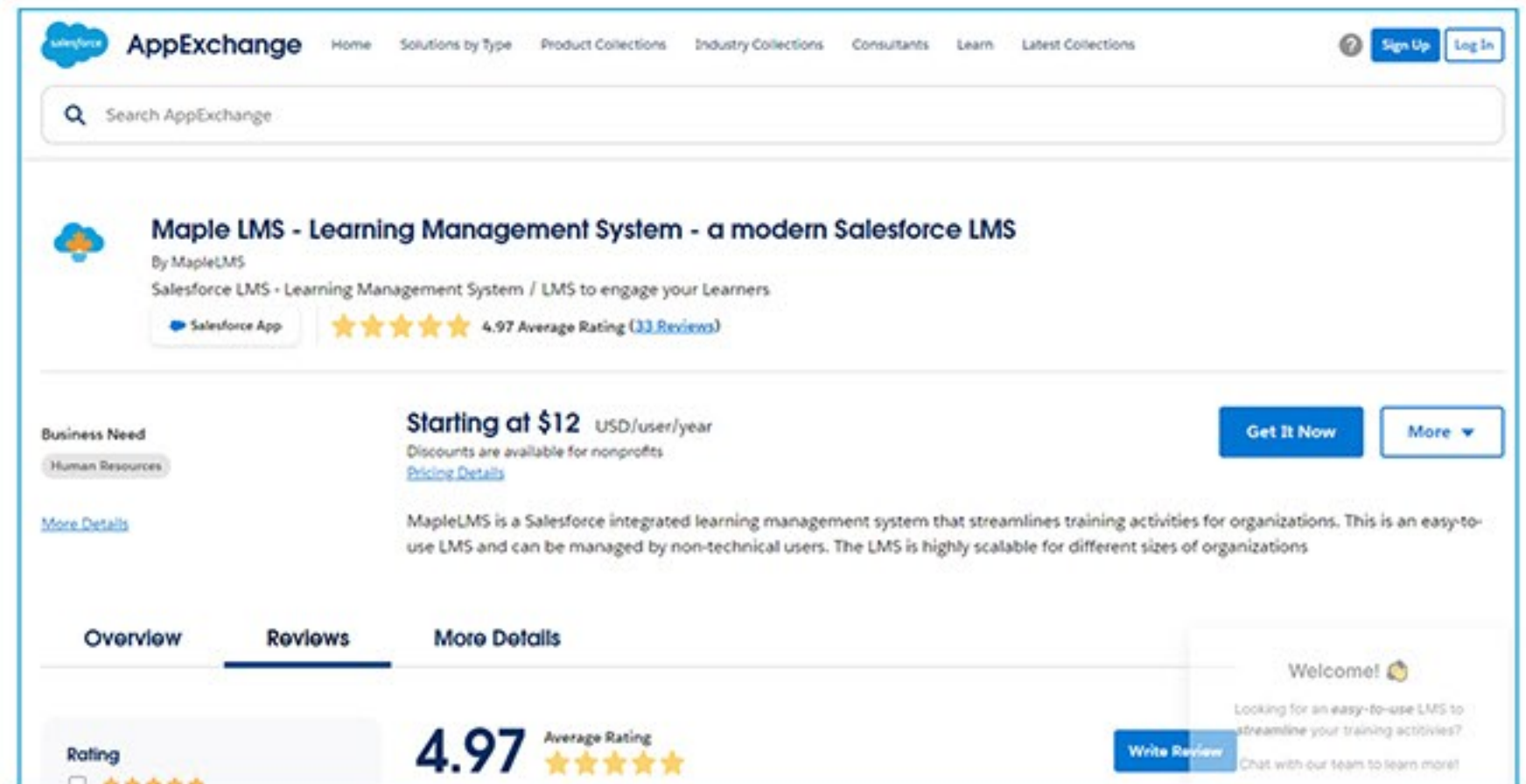
CONNECT WITH OUR INDUSTRY EXPERT

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