



# Making the **best** **LMS decision** for your organization

7 Tips to Know Before Making Your Selection



# What is driving the need for LMS?

A recent report from the Society for Human Resource Management revealed that 1 in 5 employers are planning to increase their investment in skills-based training, and, that while most organizations are open to innovation, 2 in 5 employers indicate that lack of time and budget prevent them from taking advantage of new technologies.

With a market size for learning management systems expected to exceed US\$40 billion before the end of this decade, the result is that there are many options available to those on the hunt for a new LMS. It can be both confusing and daunting.

So, how do you find the one that's right for your organization? We've pulled together our top 7 tips for your selection process, contact us if you have any questions, we're here to help!



## 2 in 5

employers indicate a lack of time and budget prevents them from adopting innovative changes to their skill-based training offerings

**SHRM Training & Development Landscape Report**

## What is an LMS these days, anyway?

Today's Learning Management Systems are typically full-featured software that include training content, reporting, and system integrations that make it a critical tool for companies of all sizes in achieving worker productivity goals and employee retention.

# Your focus on learners result in their focus on learning

Organizations that are mindful and supportive of their employees' professional needs experience increased employee satisfaction, performance and retention. Choose an LMS that accommodates your employees' individual learning styles, preferred languages, or accessibility and make it easier for them to perform. When coupled with an innovative Talent Management (TMS) feature, an LMS can also track individual performance and activities to support professional growth and internal professional mobility.

## Learner Experience Checklist

- Simple interface
- Mobile-friendly
- Easy-to-see training progress
- Calendar or schedule review
- Supports variety of course styles
- Matches needs of target audience
- Content easily presents via integrations
- Progress against compliance requirements easily understood





**94%**



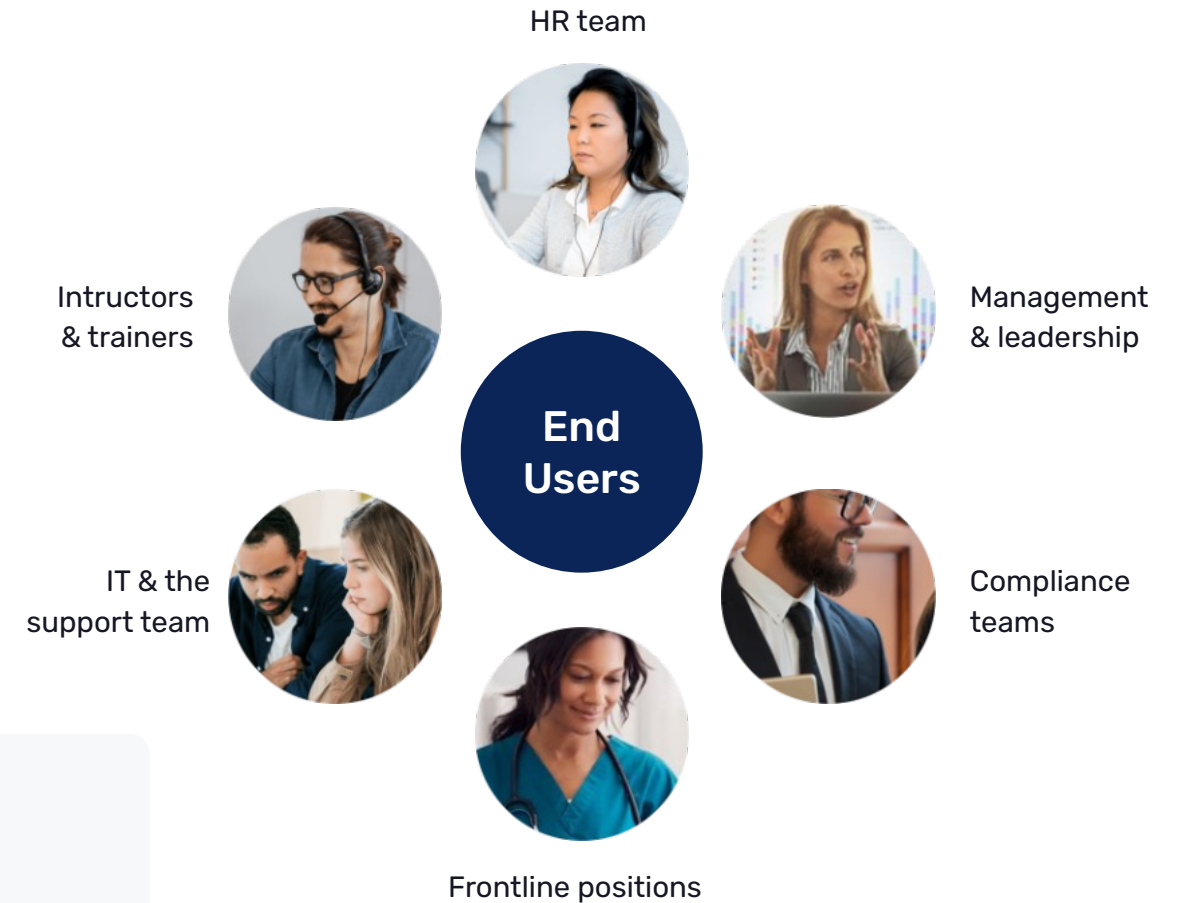
**of employees believe they would stay with a firm for a longer period if they were involved in their learning and development.**

02

# Remember all your end users

All these people not only span various departments, they also come with a broad range of experiences with technology. Here are some of the things you need to think about when selecting your learning management system:

- Will users be working from a desktop, laptop, mobile device (smart phone or tablet), does it work on any/all browsers?
- Can an infrequent user walk up to the LMS and get going intuitively? If they need big training time to use the platform, you may want to rethink things.
- Will it be a leap to use this new tool?
- Can power-users get the depth they need?
- Are reports intuitive?
- Are upcoming training/learning requirements obvious, especially if your environment has compliance or credentialing needs.





03

# Integrations unlock adoption

Make sure an LMS fits into your tech-stack ecosystem. Everyone talks about this, but not explicitly about why it matters, which is that the more integrations you have with existing business applications, the more freedom you have to seamlessly move data behind the scenes, minimize manual interactions, automate tasks, and gain access to integrated reporting. The more you automate, the more accurate your training data will be and the more efficient you will be too!



Be sure to ask if data is updated in real-time or on a batch/set schedule

## Know your tech stack

Systems You'll Want to Integrate with your LMS:

- HRIS
- Content Management
- Compliance Tools
- Banking/Payroll
- Company reporting platforms
- Single-Sign-On (SSO)
- ECommerce
- Collaboration Tools
- API Integrations

## Selection Tip

Work with your technology and business leaders to identify every specific software vendor you'd like to integrate with your LMS and use it as a checklist in your selection process

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# Always be ready... for audits

Compliance auditors often come unannounced. No biggy! With an LMS that is designed to maintain accurate employee training records, it makes no difference whether the audit comes as a surprise or not - the organization is always ready for a review.

Many of the organizations we work with have critical learning modules, training segments that are beyond internal compliance, they need to meet government and regulatory compliance requirements, which could be national or global. You've got to be ready at a moment's notice to answer the questions of a compliance officer and you need results that are easy to customize and graphics that are easy to understand.

The most important aspect of compliance training isn't the audit, it's about YOUR end customer! Are they going to receive the best service and care possible because your frontlines are up-to-date and ready to meet their every need?






# 40%

**of companies classify their compliance processes as basic or reactive.**

LinkedIn Learning, 2020



**Questions a compliance auditor will want answers to...and now, not later!**

- What % of a department is compliant?
- What % of a specific role, across the organization, is compliant?
- For the % of learners not yet compliant, what is the schedule for their training?



# Made-to-measure or made-to-evolve?

Every organization is different - in culture, in goals and internal processes. An advanced learning management platform is designed to complement the organization's unique and dynamic needs and identity over time. From its distinct branding to its control functions; from content sources and applications, to specific reporting steps, accessibility and more. A highly customizable LMS will simplify any processes and continuously adapt to your changing needs, at your own pace.



## Fun Fact

Learnsoft is Customizable \*and\* SaaS-based. What does that mean? You get the best of both worlds! (contact us to find out more)

### Ideal scenarios for Out-of-the-Box

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Internal processes are fixed and well-defined

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Steady learner count

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Vendor processes match your processes

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Vendor integrations match your supplier network

### Ideal scenarios for Customized

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Internal processes are fluid, changing as the business changes

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Flexing count of learners (growing or shrinking)

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Your org is a special snowflake. You need software to adapt to you.

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Unique set of integrations, which may also be changing

# Are we there yet?

## Let's remember why you're on the hunt for an LMS in the first place!

You're trying to do one or more of:

- Boost productivity
- Deliver the best service (or in some cases care) of your customers with a properly/fully trained team
- Meet compliance requirements

## Typical gotchas behind an LMS implementation:

- Unplanned customization requirements
- Time to upload data e.g. workers, learning content
- Undefined processes (or processes you may need to rework if it's a non-customizable LMS)
- Transition plan isn't detailed
- Training needs during implementation period aren't planned for or met

## Questions to ask Vendors

- What is the implementation timeline? (can existing customers back this number up)
- How long is it between the contract being signed and users having access to the system? (can any claims be backed up with proof/other customer confirmation?)
- Do you have a success checklist?
- What work do we have to do in order to meet your deadlines?
- Will you upload historical data from our current/prior vendor? If yes, how much data (how many years worth)
- Will the reporting we require be ready at launch and easy will it be to customize?

07

# Better safe than sorry

Most LMS solutions are SaaS-based, that means your data is going to be in the cloud, and you've got to think about security. It's more than that, though, it's about the safety of your data, it's about how fluidly systems work with your data, it's about the entire ecosystem with your LMS and all the integration points.

For example, what happens when underlying systems change e.g. a worker moves from one hospital system to another? What processing volume is available, will it meet all your organization's needs? Is there a cap to the amount of any data being stored? How is access to data managed and controlled?

## Technical Architecture Areas to Consider

- SOC or ISO compliance
- Location of Data
- Data storage and security policy, access to data
- If the contract ends, what happens to the data?
- Change control processes
- Interoperability between on-premise and cloud data
- What are the Business Continuity and Disaster Recovery Plans
- SLAs for fixes, uptime, response times etc.
- Information Protection Standards



## Bonus Tip

# That ‘Je Ne Sais Quoi” factor

Like any relationship, you enter it with the best of intentions. By the time you’ve made your selection, both sides of the table are feeling pretty rosy. And then, some-thing goes wrong. Unplanned. Unexpected. Now what?

Is your provider there for you the way you need them to be? Do they have your back? This is a partnership, one you will share for many years in the future and the impact of this decision is big (not to scare you, but it is!).

Thousands of people, even tens of thousands, will be using this system and relying on it to ensure they are up-to-date with all the available training, even at the risk of losing credentials if they’re unable to navigate the system easily. Our guidance here: investigate the support options available, and confirm how onboarding will work.

## Questions to ask about service & support

- What happens once the contract has been signed and who will be taking care of you?
- Is there a recommended rollout plan
- How much initial training is included in the contract?
- Is there an assigned support team?
- What is the process for logging bugs and resolving them?
- How often are new releases made?
- How engaged are customers in the product evolution/features creation process?



Almost made it to the end without tooting our own horn...can't help ourselves now.

■ **Our 'wow' factor is one of our guiding principles!**

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**“Having worked with the Learnsoft team for almost a decade, we’ve grown our partnership from one agency utilizing the Learnsoft SaaS platform to a comprehensive, cus-tomized training program that in-tegrates with our other human re-sources information systems (HRIS) for the entire Executive Branch of government”**

**Director of Personnel Services,  
State Department of Administration**



# Forging ahead: Your next steps

- Document all your requirements and rate them
- Identify all your org stakeholders
- Create a steering committee/ review team that represents all the stakeholders
- Get their buy-in on the requirements list
- Meet with 3-5 vendors and asses them against your criteria
- Invite your top 2 to present: finalists
- Ask to speak to at least one customer for each finalist
- Try to think of everything...and build in some buffers when you proceed, there are always surprises!

**Want a jump start on your selection process? We have a worksheet for you.**

**Contact Us**

## Fun Fact

When rating, consider using this scale:

- 3 = Must have
- 2 = Nice to have
- 1 = Could be useful
- 0=Not important

## What's the payback for all this work and effort?

- Faster time to productive workers;
- Workers ready for every eventuality their training requires;
- Happy stakeholders across your organization; happy end customers (could be patients!)
- Reduced risk because everyone is trained up
- Reduced turnover, increased worker engagement



# Ready to discuss your situation?

[Download a Demo](#)

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“I can’t even compare our old LMS to the Learnsoft LMS, it’s easier to use and having all these useful reports makes us look like geniuses. Thanks for working with us!”

[Technical Training & Certification Program Coordinator,  
Office of Construction and Materials, State DoT](#)