

# 10 Questions to Ask Your LMS Vendor

Implementing your initial learning management system — or transitioning to a new LMS — is a significant project. It'll set the course for your training program for years to come.

Before choosing a new LMS, find out the answers to these 10 questions

1



## Does your LMS have the features I need?

Don't get distracted by their laundry list of features you won't ever use; keep your LMS search grounded in your workflows, your environment, and what your learners and admins need to use every day to succeed.

2



## What will make my learners love your LMS?

Whatever it is your learners need, your LMS should provide it with customized home pages designed to suit your learners in your environment following your workflows.

3



## How easily can I create & deploy content using your LMS?

Find out how quickly you can update content and deliver new material to learners and whether they're automatically enrolled in new versions of courses they need for certifications and to meet licensing requirements.

4



## Will your LMS keep my content and learner data secure?

Remember, security goes beyond access to data: You also want to be sure that data backups occur seamlessly and securely. Ask your vendor how it secures and backs up your data and whether hosting and storage facilities comply with industry security standards.

5



## How much of my training administration can I automate?

Ask LMS vendors how much user data and course content you can import automatically, error-free and without onerous customization and tweaking.

6



## How does your pricing scale as my organization and needs grow?

You want to know what you're paying for your new LMS — and how that will change in the future as you add learners, add content, or both. Ask LMS vendors whether they charge by the learner and how that changes as your company grows.

7



## What types of reports and data visualizations can I create?

Ask vendors what types of learner progress and performance data their LMS collects and how your admins can customize reports and generate them automatically.

8



## How will you support us, both before and after the launch?

Ask potential LMS suppliers how they will support you, from implementation planning through deployment, and — crucially — after the launch. How long will you wait for a resolution if you need assistance or experience an incident?

9



## Will your LMS integrate with the rest of my ecosystem?

Ask vendors about integrations with all the elements of your training and talent management ecosystem, like single-sign-on (SSO), eCommerce, HRIS, data warehouses, and webinar or virtual classroom platform.

10



## How will your LMS feature set grow to support my future needs?

Find out how often the LMS vendor releases updates and whether it adds features in response to client requests. Ask about planned upgrades and what new features are already in the pipeline.