

Case Study

Maximizing Productivity by Minimizing Complexity: An Employee-Centric Approach to LMS



Background

Back in 2012, a state transportation department recognized the need for a Learning Management System (LMS) and implemented a system that was soon determined to be insufficient and incompatible with their other software and processes. Learnsoft stepped in to implement a more streamlined LMS system for the department. In 2019, a newly appointed state administration decided to tackle statewide technology costs and inefficiencies. They sought to expand the Learnsoft LMS system statewide and implement a fully integrated Talent Management System (TMS). Recognizing Learnsoft's contribution to the transportation department, as well as adoption of Learnsoft solutions across other US states, the administration awarded Learnsoft both LMS and TMS contracts to be implemented across all 70+ agencies statewide.

The Challenge

State government is complex. Administrations are typically organized into dozens of departments, highly regulated by multiple state and federal agencies, and they employ people in thousands of roles requiring varied backgrounds, skills, education, licensing, accreditation, and performance monitoring. In this particular case, the state had tight delivery constraints and were also facing a number of frustrating challenges with their existing LMS.

For the state to govern properly, their systems need to be accessible and useful for every worker in every role. Any functional system that meets the unique needs of these learner groups must be highly adaptable and efficient for people at every level of the administration. This is a tall order for any technology solution.

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, customized training program that integrates with our other human resources information systems (HRIS) for the entire Executive Branch of government.

State Director of Personnel Services

The Solution

When Learnsoft began building a solution for this client, the top priority was minimizing technical complexity to accommodate all users. Through a tailored, employee-centric approach to implementation, Learnsoft was able to eliminate barriers to onboarding, upskilling, team management, and reporting. By acknowledging from the very start that each department and each user are inherently different, Learnsoft designed a solution to meet the varied structural and professional needs of the entire state administration.

Learnsoft deployed unique capabilities and custom integrations for each department under one statewide system, meaning the platform could function with minimal changes for specific departments. Through this approach, the larger system remains transparent and fully automated. Learnsoft was able to overcome integration challenges presented by the previous LMS and deploy a functional system within tight time and regulatory constraints. Within two weeks of the statewide rollout, Learnsoft's LMS successfully generated 16,000 individual performance reviews.

Utilizing Learnsoft for our statewide learning, training, and performance management efforts, we are confident our team is prepared to properly serve our community.

Department of Transportation

2005

Founding year

20+

Integrations and counting

50,000+

Learners and growing



About Learnsoft

Learnsoft offers organizations in highly regulated industries comprehensive training technology solutions. Learnsoft delivers a fully configurable, SaaS-based enterprise learning technology platform encompassing LMS and TMS capabilities. Designed for ease of use, content integration, and intelligent reporting, Learnsoft provides a complete, integrated view of an organization's learners and their learning progress.

The new way of learning for the new way of working