

NON PROFIT ORGANIZATION / STANDARDS ORGANIZATION

Worked with a global nonprofit government, that develops and publishes technical standards for a wide range of materials, products, systems, and services, to increase their training offerings and training effectiveness.

THE CHALLENGE

- The non-profit we served has more than 30,000 members, including over 1,150 organizational members, from more than 140 countries.
- Before implementing the **Multi-Tenant (Extended Enterprise) LMS**, the nonprofit had a small team that used to conduct in-person trainings at their members' locations. However, as their customer base grew, it became difficult for them to visit each of their member's location. It was obvious they needed a better way to impart training to them, hence their look out for an LMS that supports the feature of multi tenancy. An LMS that would provide online courses to their clients in a way that is engaging and interactive.
- They not just wanted to way to allow members to learn about the standards they offer, but also to obtain the data needed for administrative purposes. Additionally, they required the implementation of a custom theme suitable for the client company's corporate image, providing hosting for the Multi-tenant LMS and grant access to members from their main site via **Single Sign On**.
- The CRM which customer was using had member data but no information about their certification and training. So sales people needed to go to multiple places to **create reports**.
- They were also looking for a simple and painless solution to their **sell courses online**.

OUR APPROACH

The non profit giant chose Paradiso because we were able to meet all of the needed criteria with an exceptional client centric approach.

Paradiso properly configured the two hosted servers with optimal performance capabilities and backups while syncing such settings to the LMS platform including a development environment.

Paradiso successfully configured the **Multi-tenant LMS** and hosted servers according to client's LMS content and restructuring of course content as AICC and SCORM files in order to effectively package large files and course content into a functional activity or group of resources. Along with the multi tenant setup, came in the feature of advanced analytics which helped them gather training data of all their tenants at a single super admin level.

Paradiso Solutions worked closely with their internal tech team in order to successfully implement **Single Sign On** as agreed on a variety of access requisites.

Requirements for specific plugin implementations such as grade books, course display and even authorization plugin for **Single Sign On** all required to be managed carefully. All other tasks including but not limited to server migration and backup, appearance customization, theme design, restructuring content and verifying reports were successfully completed.

Using Paradiso LMS-Salesforce integration module, all the training and certification data is synced in the Salesforce. So, account executives and management can create comprehensive report in Salesforce. Also, when new member is signed up in Salesforce, the same user is automatically created in LMS which avoids administrative work and delays.

Paradiso LMS ecommerce integration brought about sync between eLearning and eCommerce platforms. We helped the client in creating SCORM compatible courses on LMS platform and sell them through eCommerce platform, while imparting the feature of upselling and cross selling.

IMPACT & RESULTS

Online Courses = Expanded Reach

Currently there are more than 500 courses deployed for their users. Due to the success of this implementation, the nonprofit is looking to roll out more online training to its customers down the road and make improvement in the system.

Paradiso worked closely with the client to meet their exact training needs

The nonprofit has a large and growing base of repeat users who enjoy using their site. The non profit monitored the usage of their site and undertook user feedback to observe what worked and what didn't. They are working closely with Paradiso to continually improve their services.

Accordingly to a recent survey, the satisfaction of the client increased by 50% and revenue of the training department grew 3X due to more and more online learning offering based on Paradiso LMS platform.