



# LMS Case Study



## Training Processes Streamlined for PEO

# National PEO

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*The nation's leading Professional Employer Organization (PEO) serves small and medium sized businesses throughout the United States. Its personnel management system includes a wide range of human resources services, including government compliance and training and development.*

### Business Need

The PEO's web-based service channel provided it with a competitive advantage. They managed one of their primary services, training and development, with a learning management system (LMS). However, the LMS that had been used required extensive implementation customizations to interface with the PEO's service center and the changing business rules of the PEO's clients.

The LMS's client-server architecture also limited user access, since it had required a complex software installation process on each user's PC.

The resulting system was difficult to maintain and upgrade, and the platform functionality only performed at 25% capacity. The PEO had decided to select a new LMS vendor that would meet business needs. They also wanted to eliminate a bottle neck in their administrative processes, where clients had to contact corporate staff who would then manually run requested reports and perform other administrative tasks for the client.

### Solution

After evaluating several LMSs, including Pathlore and Saba, The PEO selected Latitude as the vendor of choice. The Latitude Learning LMS would provide the PEO with the most flexible and cost-effective solution from a support and deployment perspective.

Latitude imported ten years worth of training data into the Latitude Learning LMS. The implementation of the completely web-based Latitude Learning LMS provided hundreds of users with immediate access to this data. Clients now had all training history, dating back to 1994, in one accessible location. This training history was only a few clicks away. In addition to reviewing training history, clients could run reports and enter classes from a single point-of administration. Users could achieve training goals anywhere, at anytime.

With the Latitude Learning LMS, Latitude created a Client Administrator role, which allowed clients to assign a Training Administrator contact in their company. This new role eliminated the administrative bottle neck by allowing client staff to perform many tasks

*The Latitude LMS streamlined administrative processes so a leading PEO could more efficiently deliver its training and development services through its service center.*

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previously completed by the PEO. Clients could now run all reports, view individual transcripts, and register employees for instructor led course offerings.

The LMS could be configured to meet the different requirements of its diverse community. For example, client administrators could now manage client-developed and third-party courses, and the PEO's training from a centralized system.

## Results

All of the PEO's audiences quickly accepted the Latitude Learning LMS, which delivered the following benefits:

- Data redundancies were eliminated by a single point-of-administrative for training data that had been dispersed over four different systems
- Client access to the system streamlined administrative processes and decreased the number of client requests
- Reduced administrative effort and cost to meet the unique training requirements of each client.

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## Process Efficiencies

Process	Efficiency
Run Reports	Reduced from 48 hours to 30 minutes
Print Rosters	From two weeks prior to class to two days after training order
Certificate Requests	Reduced from two weeks to immediate download by participant
Register Employees	Reduced from 48 hours to immediately

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