

Anteo Group Assists in Global Learning Management System Deployment

INDUSTRY AND CLIENT PROFILE

Our client is one of the world's largest private international humanitarian organizations, committed to helping families in poor communities improve their lives and achieve lasting victories over poverty.

PROJECT

The client engaged Anteo Group to bring a distributed team of business and technology owners together to define and document the business and technical requirements of a Learning Management System (LMS).

The LMS project was a strategic initiative to organize, track and deploy global

training, which ranged from classroom to online training.

Prior to Anteo Group's involvement, the client implemented a pilot LMS, which received positive feedback and was deemed a success. The employees with Internet access were able to login and take classes online. Those without access were shipped training materials for self-study.

The decision on the table was, "Does the pilot system have the capability to transform into a production system or does the organization need to implement a new production LMS?"

The client engaged Anteo Group to transform a pilot system into a production system.



CHALLENGES

The following lists the many obstacles the client faced to LMS deployment.

- **Internet Access** – The client deployed a computerized Internet system to areas with limited or no Internet access. Thus, processes needed to be developed and/or improved for the parts of the organization with limited or no Internet access.

The client faced many obstacles to LMS deployment, such as Internet access, support, ownership, timing, and training.

- **Support** – The processes and resources implemented in the pilot were not scalable for future growth of the LMS.
- **Ownership** – Because the project was initially a pilot system, roles and responsibilities for the system were not clearly defined.

- **Timing** – The client needed the system to deploy training rapidly.
- **Training** – The resources that were supporting the system on a part-time basis were not sufficiently trained on the use of the software.

VALUE AND RESULTS

Based on the analysis, Anteo Group provided an action plan for closing the gaps between the current system and the desired future state. The client's initial assumption was to implement a new system.

Actual results showed that the existing system would meet business requirements. The investment needed was not additional hardware and software, but additional resources and training to support the expanded requirements of the production system.

For more information about our Consulting practice, visit us on the web at www.anteogroup.com or contact us at marketing@anteogroup.com.

