



Top 10 tips for selecting an Employee LMS

Introduction

The Learning Management System (LMS) has been around for a long time and there is a great deal of choice out there. Fairly recently, there have been some significant leaps forward in the learning technology available that will enable you to deliver the learning and development programmes your employees need - in a way that they will want to use and come back to again and again.

To help you navigate the latest buzzwords and supplier talk, here are ten top tips to help you select your new employee LMS.

1. Your employees

Your employees will use a solution if they like it, so go for a solution with a visual and attractive user interface. Ensure it's easily accessible and performs quickly.

Tip: Always remember, your employees are the important people here, so ensure your solution is fast, easy to use and looks good.

2. Your brand

Your LMS should recognise and celebrate your brand. So in addition to corporate images, fonts, colours etc, make sure your LMS can provide the information your employees need, in a tone and format that matches your brand.

Your employees are more likely to use a solution if it looks and feels familiar.

Tip: A brand isn't just images and colours, make sure your provider gets to know your organisation and reflects your strengths in the LMS and learning content that is presented to your teams.

3. Connected

Make sure your new LMS has a modern set of APIs that can (should you wish) integrate to your HR, talent, CRM or other systems.

With single-sign on (SSO) your employees will appreciate not having to sign-in to multiple systems and remember multiple username and password combinations.

Tip: Some integrations will require technical support, so make sure your new supplier can do this for you.

4. Functionality

New cloud-based solutions tend to have more focussed functionality sets and emphasise the sort of features that weren't around when the older systems were built. The flip side of this is that the older systems tend to be mature products with long feature lists that cover a lot of traditional requirements.

So, decide if you want everything included in one solution or you may prefer to separate out things like talent management and recruitment functions and handle them elsewhere, and select the best-of-breed system to focus on your staff's learning and development.

Tip: Invest time in deciding what functionality is required to provide the best possible learning experiences for your employees.

5. Existing content

If you already have an employee LMS, then it's likely you will have a library of content that is SCORM compatible. With new features constantly being developed, it's essential that your old content is still supported.

Tip: Load some examples of your content onto your new supplier's LMS and test what happens.

6. Security

The world is increasingly security conscious. Your new LMS needs to be safe, particularly if you are delivering company confidential content to your employees and keeping records of their learning and

achievements. Make sure your supplier is ISO 27001 certified and has a track record in secure solutions.

Tip: Choose a supplier that can really protect your content and your data, locating it in the jurisdiction you choose (US, EU, Africa and Asia etc).

7. Implementation support

Choose a solution that is a good fit and meets all your key objectives out-of-the-box. This will make implementation easier and quicker. If you do need specific or unusual functionality developed for you, make sure your supplier can do it and is prepared to commit to it in a definite timeframe. Don't overlook training and ramp up plans for your own Systems Administrator and HR teams and make sure your selected provider will be on hand to support you through the entire process.

Tip: You will need comprehensive and professional support, preferably from people who are good to work with. Check out references and talk to existing customers about their experiences with this supplier.

8. Ongoing service and support

Check out the service levels and suppliers' service level agreements.

Tip: Speak to actual customers and get a real feel for the warm and fuzzy stuff. How good are they at communicating? How do they respond when there's a problem?

9. Value for money

There's been a revolution in cost models over the past couple of years with cloud-based LMS providers being able to implement new systems quickly and at much lower cost.

Tip: Check the full cost of implementation alongside the annual cost to get a full three year cost of ownership. Don't be fooled into thinking the highest priced product is the best product.

10. Latest trends

Latest trends are interesting, but don't let them rule you. Experiential learning, compliance management, mobile learning, multi-activity tracking, gamification and social features are great and could be very useful for you - but think through which of these and right for your environment and will help to engage your employees and deliver learning and development programmes that increase knowledge and improves performance?

Tip: Talk to suppliers about the latest ideas and concepts, but in the end decide what you want, don't let suppliers' marketing teams decide for you.

Conclusion

Next generation learning platforms are now proven in the real world and provide real advances in the provision and management of learning. Be ambitious about buying a really advanced modern solution at a reasonable cost and don't be afraid to leapfrog over your industry competitors.

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