

CASE STUDY

An LMS Recharge at a Leading Automotive Software Company



RESULTS

Challenge

A major Automotive Software Company implemented SuccessFactors LMS but lacked enough maintenance to sustain an efficient system.

The original LMS was set up with complex configurations. It was further complicated by the lack of documentation to explain the setup. The initial stakeholders were no longer involved with the LMS and the new personnel had not been properly trained on it. Some of the main challenges included:

- Security roles that were being used incorrectly, resulting in permission discrepancies
- Content that would not launch
- Instructor-led learning that was not being utilized correctly

Solution

GP Strategies® conducted a review of the current configurations and documentation. A two-day virtual requirements gathering session was hosted. It was designed around future vision and high-level configuration needs. GP Strategies' proposed recommendations included:

- Configuration changes
- UI changes/branding/theming
- User experience OCN integration with LinkedInLearning (LiL)
- Major role/domain changes
- Governance recommendations
- Process recommendations
- System clean-up
- Relaunch strategy
- LMS training

The list of proposed changes were vetted, prioritized, and implemented by the client.

Business Impact

During the first few months after relaunch, activity in the LMS increased and users were engaging effectively with the content. Both administrative preparedness and end-user adoption was quickly implemented with little assistance.

With the newly improved user adoption strategy and communication plans, activity in the LMS exceeded expectations from day one. Over 1,000 hours of content interaction had been recorded with LiL alone – and with over half of the LiL accounts activated. Due to this success, the organization plans on expanding course options through 2021.

249 people viewed content, **679 seats** were activated

Average time users spent on the platform **increased to 22 minutes**

83 course completions

Over 1500 courses **viewed**

