

Multi-Tenant Learning Management System

Implementation Partner: Mokxa Technologies | Customer: The Largest Government Agencies in the United States, Integral to the Nation's Security

ABOUT PARTNER

Mokxa Technologies is a global business solutions provider focused on delivering peace of mind to its clients by simplifying enterprise IT.

Powered by hybrid thinking and deep technology expertise, Mokxa specializes in providing CIO services, futuristic platforms, enterprise architecture, and enterprise risk assurance to industries like healthcare, BFSI, manufacturing, and more.

CUSTOMER AT A GLANCE

The customer is the largest and one of the oldest government agencies in the United States, integral to the nation's security.

Learning management is an established business process that manages multiple training and development programs across the various departments, and the customer needed a central learning management system to digitize and manage this process.



Industry:
Government



Firm Size:
10,001+ employees



Country:
United States



100,000+
Monthly training activities



35,000+
Active users



SECURE
Resilient cyber-protected

CHALLENGES

- Training-related operations, such as creating training programs, scheduling training sessions, capturing learning outcomes and certifications, were previously managed manually using paper forms, spreadsheets, and emails
- Siloed training assets (100+ training modules) across various departments
- Costly, time-consuming, and inefficient training resource management
- Difficult to keep track of trainee enrollments and their learning progress due to the lack of a centralized data source
- Cumbersome administration of training programs. The implementation of new training versions was not streamlined
- Time-lapse between training sessions and documentation of training outcomes. Trainers were unable to document results in the training field

SOLUTION

Mokxa Technologies jointly developed the **Learning Management System** with one of the customer's technology vendor. Built on Joget, the solution serves as a digitized learning portal that streamlines and makes the organization's learning environment more productive and efficient. Offline-mobile capability, UI-based record management, and scalable architecture are key features that seamlessly support the customer in their digital transformation journey.

RESULTS

- ✓ Enabled the customer to handle a large volume of monthly training instances (100,000+), with the ability to scale to millions per month in the future
- ✓ Deployed across multiple departments, the application is powerful to accommodate extreme user load; currently used by more than 35,000 users and potentially ramping up to a million over time
- ✓ Empowered program administrators to efficiently manage day-to-day operational processes without having to switch between various technologies and manual activities
- ✓ Established data protection and role-based access control. Trainees can only view personalized content related to their own courses, certificates, and grades
- ✓ A resilient cyber-protected solution for an organization that deals with national security, complies with industry-specific security requirements such as Authorization to Operate (ATO) and Federal Information Processing Standard (FIPS)
- ✓ Allowed department heads to monitor employees' Key Performance Indices (KPIs). Provided a single source of truth to consolidate training portfolio and learning/development data
- ✓ Trainers can instantly and remotely update trainees' performance and results on mobile with offline capability
- ✓ There is no time lag between the actual event and the recording of data, ensuring data integrity and facilitating effective communications among participants
- ✓ Implemented Service Level Agreements (SLAs) that effectively track assigned tasks to completion. Pre-configured triggers automatically email tasks reminders to dedicated users