

Industry: Government Body & Defence

Theme: Digital Transformation

Multi-Tenant Learning Management System

Military Services, United States.

CASE STUDY

mokxa

Key Takeaways



Multi-tenant auto-scaling learning portal



Digitized modules for 100,000 training instances



Mobile-friendly, offline-enabled for 1,000,000 users



Military-specific security compliant (ATO & FIPS)

Client Summary

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

Learning management is an established business process that manages multiple training and development programs across the various departments of this organization.

Key stakeholders like program administrators, trainers, and trainees drive various stages of this process like curating training programs, scheduling training sessions, tracking progress, capturing learning outcomes, certifications etc.

The client needed a central learning management system to digitize this process and manage a high volume of related activities at scale.

Challenges

All training-related business activities used to be performed manually through paper-based forms, spreadsheets, and emails. This resulted in:

- Siloed training assets (100+ training modules) across various departments of the organization.
- Costly, time-consuming, and inefficient management of training resources.
- Difficulty to track enrollments and learning progress of the trainees, due to the lack of a central source of data.
- Cumbersome administration of training programs. Rolling out new versions of training was not streamlined.
- Time-lapse between training sessions and results documentation. Trainers were unable to document results in the training field.

Solution

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

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Capabilities & Highlights

- ✔ Built on Joget, the solution is a central learning management system that enables the client to handle a large volume of training instances (100,000+) per month, 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.
- ✔ Provides a single source of truth for the client to consolidate their entire training portfolio and learning/development data. Business users can retrieve relevant information real-time at their fingertips.
- ✔ Empowers program administrators to efficiently manage their day-to-day operational processes. They don't have to switch between various technologies and manual activities. Also, relevant data facilitates decision support for them.
- ✔ Mobile with offline capability enables trainers to instantly update trainees' performance and results from remote locations. No time lag between the actual event and recording the data ensures data integrity, and facilitates effective communications between various participants of the process.
- ✔ A resilient cyber-protected solution for an organization that deals with national security. The application also complies to industry-specific security requirements like Authorization to Operate (ATO) and Federal Information Processing Standard (FIPS).
- ✔ Implemented SLAs that effectively track assigned tasks to completion. Pre-configured triggers to automatically send tasks reminders in the form of email notifications to dedicated users. Subsequently, it allows department heads to monitor employees' Key Performance Indices (KPIs).
- ✔ Data protection and role-based access control were also established. Trainees can only view personalized content related to their own courses, certificates, and grades.

