



GLOBAL PHARMACEUTICAL ORGANISATION BRINGS IN ONE LMS CASE STUDY

One Organisation, One LMS established.

Customised and universal learning experience created.

SAP created combined job codes to eliminate multiple job codes in assignment profile.

OBJECTIVE

To consolidate 4 Learning Management Systems (LMS) into One LMS in Successfactors and update ancillary tools.



SOLUTIONS

For a large transformation of this size, the involvement of stakeholders and validating requirements from time to time was essential. A blend of Waterfall and Agile approaches was followed. The project was executed in 4 phases: -

Discovery Phase: During this phase, workshops were conducted with identified stakeholders to determine the business needs and capture the learning processes followed by different business/ functions and data and content migration requirements.

ATAGLANCE CHALLENGES

- It was very difficult to maintain various resources, assignment profiles, processes (different business processes across different businesses/ functional groups), and security (data compliance issues) across multiple LMS.
- Administration, support models, acquisitions and divestitures were spilt across multiple LMS.
- High maintenance costs and expenses such as license.
- Difficult to maintain enterprise level records and learning analytics and track learning history of multiple learners on multiple LMS.
- Multiple complex integrations with both upstream and downstream systems in order to pull data from each LMS.

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Different requirements were captured, a strategy for SAP SuccessFactors implementation, configuration, data and content migration were prepared, and finally, approval from relevant business stakeholders was taken.

Design Phase: Based on the output of the discovery phase, the team brainstormed with the Pfizer team to develop a configuration workbook (covering the system roles, organization structure, business domains, etc.), data mapping workbook and content inventory.

Configuration Phase: Iterative approach was followed to execute the configuration phase:

Iteration 1 - Based on the signed workbook, the configuration was completed, requirements with the key stakeholders were validated and the feedback was captured.

Iteration 2 - Data migration templates were developed, the configuration based on the feedback received in Iteration 1 was enhanced, and data migration workflows for data cleansing were created. A review with stakeholders to validate the requirements was conducted and feedback was captured.

Iteration 3 - The configuration was finalised and the sample data were loaded to test the script. Based on the outcome, the data migration strategy for future loads was updated.

User Acceptance Testing: For User acceptance testing, data was loaded into a validated environment. Business users validated functionalities, and the independent testing team validated the data. Post business approval data was loaded into the production environment.

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ABOUT US

A Switzerland based HR Technology services organisation focusing on supporting clients in their HR technology and payroll transformation journeys.

<https://www.1phi618.com/>

BENEFITS

ORGANIZED e-LEARNING CONTENT IN ONE LOCATION

The main aim of the One LMS project was to store all eLearning materials in one location, instead of asking the learner to go to multiple places to find the training. This also ensured a single learning portal for compliance and skills-based learning. It also reduced the risk of losing important data and made it easier to create specific eLearning courses.

EASILY TRACKS LEARNERS PROGRESS AND PERFORMANCE

The One LMS project has the ability to keep track of learner progress and ensure that they were meeting their performance milestones. The reporting and analytics tools allowed to pinpoint areas of the eLearning course that were lacking, as well as where it excelled.

REDUCED COST FOR LEARNING & DEVELOPMENT

Enhanced user experience and single touchpoint changed the mindset of learners to consider this new learning platform as a growth opportunity.

Thank You for considering our case study on the successful enhancement of the learning journey with One LMS of a global pharmaceutical organisation. We hope you found it insightful and informative!

AT A GLANCE CHALLENGES

- In some cases, new learning initiatives needed to be launched as a distinct project involving vendor resources.
- Sub-optimal experience for learners having to use multiple LMS.
- Difficult to maintain multiple accounts across multiple LMS.
- Data migration complexities as they were 50 million learning history rows per SAP across multiple LMS.
- Issues in maintaining multiple job codes in assignment profile.

BENEFITS

- Organized e-learning content in one location.
- Easily track learners progress and performance.
- Reduced cost for learning and development.



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The logo for 1phi618 features a stylized Greek letter phi (φ) in blue above the text '1phi618'. The '1' and '618' are in orange, while 'phi' is in blue.