Brandon Hall GROUP

LearnUpon's Multi-Portal Approach Empowers Businesses

Best Advance in Learning Management Technology
For Small and Medium-Sized Businesses
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Brandon Hall GROUP

EXCELLENCE IN
TECHNOLOGY AWARDS
GOLD
2017

Company Background

LearnUpon

Company At-a-Glance	
Headquarters	Dublin, Ireland
Year Founded	2012
Revenue	Less than $50 million
Employees	50-99
Global Scale (Regions that you operate in or provide services to)	Highly distributed with multiple locations across the globe.
Customers/Output, etc. (Key customers and services offered)	Aerospace, Agriculture, Banking, Business Services, Construction, Consulting, Consumer Goods, Education, Energy, Entertainment, Finance, Food & Beverage, Government, Healthcare, Hospitality, Insurance, Manufacturing, Media/Publishing, Not for Profit, Oil and Gas/Mining, Pharmaceuticals, Retail, Technology & Software, Telecommunications, Other: Training & Development
Industry	Technology & Software
Stock Symbol	N/A
Website	https://www.learnupon.com

Value Proposition

LearnUpon offers a powerful learning management platform for small and medium-size businesses. Whether it's new hire onboarding, product training, compliance training, process training or a combination of all, LearnUpon has the features that help businesses to deliver effective training fast and easily.

Multi-Portal

The multi-portal feature empowers small- and medium-size businesses to create individual learning environments for their internal teams. They can manage audiences conveniently from a top-level portal. LearnUpon was designed from the ground up with "multiple portals within the umbrella of one" functionality at its core. Administrators can quickly switch between portals to create and manage users, groups and courses. They can also share courses across portals to avoid duplication of work, saving time and effort. Each portal is fully customizable, too, and can be branded with a unique look and website address for easy access.

Single Sign-on

New users can be added automatically to the platform. This can be done by integrating a company's HR system with the LMS so that current employees and new hires are created automatically. They can have access to the portal via a login screen or single sign-on. Once logged in they will find their courses awaiting completion in their dashboard.

Re-enrolling learners can also be automated. Simply choose a time-frame — one month, six months, a year — and they will be automatically added to the course again, ensuring they're always up-to-date with their training.

Secure and Scalable

With security and scalability being of utmost importance to small- and medium-size businesses providing training, LearnUpon is a highly secure, reliable and scalable solution. Uptime for the prior 12 months is >99.99% and our largest account has 320,000 learners in their portal.

Course Content

Course content delivery is intuitive and reliable through SCORM and xAPI. Rich media including video and audio can be included and module editing features allow fully customized courses for learners.

Courses can be arranged into groups called "Learning Paths," which can be linear or a selection of courses wherein a learner chooses a minimum number to complete. The learner is largely self-sufficient on their path, leaving admins to focus on other tasks. Both individual courses and learning paths can have due dates or valid periods for completion, which is especially useful for compliance training. Assignment features allow admins to create assessments. Content can be uploaded for review by an instructor, and exams test learners' understanding of course content with questions that provide immediate feedback upon completion. Both features help to reinforce key takeaways. Emails, gamification and certifications remind, motivate and reward course completions.

Reporting

It's important to have access to rich and accurate reporting data. Course progress, exam performance, training histories and more can be tracked. Reports can be configured to custom requirements and results are displayed within the interface or exported to Excel or PDF. Reports can be scheduled, and automatically emailed to managers, compliance officers, HR etc.

Support and Success

Located in the U.S.A, Europe, and Australia, the dedicated multi-award-winning, customer support team is available 24/7 and constantly referenced in online reviews, reflected in customer feedback and our NPS score. A fully integrated support system, built into our platform, allows customers to quickly raise questions. A comprehensive knowledge base, telephone support also provide assistance, and the team is available to set up screen-shares to resolve issues. Additionally, there's a dedicated Customer Success Specialist assigned to each client. They prepare a custom implementation plan

to ensure a smooth, successful launch, while continuously helping clients fulfill training goals.

Testimonials

"LearnUpon LMS is elegant simplicity coupled with robust capability, reliable performance and effective, stress-free delivery and setup. A great LMS built by some outstanding folks." - Christopher Davis, E-railtrain®

"LearnUpon agents without fail always provide immediate, courteous and effective responses." Kat Rafferty, Course developer, PubSvs

"You continue to make improvements, you continue to show customer appreciation, and you continue to provide award-winning service. I love LearnUpon. It has made my job so much easier!" Lydia Velasquez, Operational Support Lead Trainer, Key Benefit Administrators

"I searched for just over 10 years for an LMS like LearnUpon. This product is intuitive and easy to use. We took the leap with LearnUpon and haven't looked back." Andy Feltmate, VP Client Services, PBS Systems

Product/Program Innovation

LearnUpon provides an innovative experience as it supports the ability to train multiple audiences all at once through one convenient solution. This can all be done simply and effectively as training can be rolled out to all in a matter of minutes.

Management of individual portals can be delegated by admins to internal and external managers. This can also be delegated to a partner or reseller. For example, a reseller can be appointed an admin of a group so that portal is run outside of the organization.

LearnUpon's ease of use continues throughout the platform as learners can be added effortlessly either manually, in single or batch method, or automatically through an integration. Automatically adding users is simple and efficient as an organization integrates with their customer, member or partner's database to be added to the appropriate portal.

Learners can also be automatically enrolled in specific courses that are applicable to them within each portal. This streamlines the process for both admins and learners.

Online exams, certifications, quizzes and surveys can also be added. Different question types, time limits and the ability to provide graded results and transcripts automatically are all supported.

LearnUpon's pricing model is a practical and innovative solution for external training. Based on the "price per user, price per portal" model, customers are only billed for learners active in their portals. This is a much more cost-effective and scalable pricing model for small and medium sized businesses as pricing is predictable and can be easily budgeted for.

Unique Differentiators

LearnUpon was established with the belief that a cloud-based LMS should be quick to set up, easy to use, highly scalable and backed up by amazing customer support. The platform is also constantly evolving. A customer is not only subscribing to a world-class LMS now, they're subscribing to a platform that will continue to enhance and improve.

LearnUpon founders Brendan and Des are determined to ensure the product has a clean, modern user interface that learners and administrator love to use.

Figure 1: Multi-Device Platform

Cloud-Based LMS

To ensure it's the best, easy-to-use solution, LearnUpon is cloud-based. This allows our customers to implement the product fast and effectively. LearnUpon supports multiple languages, including English, French, German, Spanish, Brazilian Portuguese, Chinese, Japanese, Dutch, Italian, Polish and Russian, enabling small- to medium-size businesses with limited resources to roll out their training across the world. A new customer can establish a portal, brand it, create courses and manage their enrolments on the first day.

The software can be used anywhere, on any device. Admins and managers can work on their eLearning strategy on mobile, tablets or desktops. Learners can train on any device, wherever they are, improving adoption and training completion too.

LearnUpon Branding

LearnUpon allows high-level configuration so businesses can bring their look and feel to the LMS. Company website domains or subdomains, logos, banner images, styling and colors are customizable. Businesses can make the platform their own without the need for tedious developer work, customizing CSS or involving their IT department.
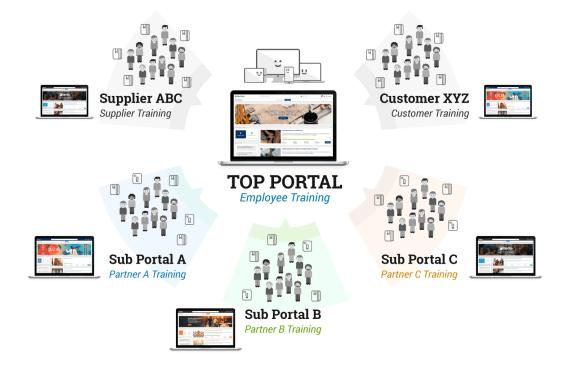
Figure 2: Branding

LearnUpon Portal Structure

For small and medium sized businesses, LearnUpon's multi-portal functionality is unique as it provides and easy to use solution to train internal teams and external clients or partners in one system.

Figure 2: Portal Structure

Measurable Results

mytaxi

Earlier this year Hailo merged with Daimler subsidiary mytaxi to become Europe's largest taxi e-hailing company with 100,000 drivers in over 50 cities in 9 countries. The app migration was one of the largest in European history, and in Ireland alone 10K+ Hailo drivers needed to be prepped for the move and trained on the new app in time for mytaxi's launch. To get their drivers ready on time, Hailo turned to LearnUpon to discuss a strategy for driver training and found that LearnUpon's ease of use, quick out of the box setup and highly scalable solution was a great match for their needs. They could also be confident that a Customer Success Specialist would be on hand to consult on their implementation plan, ensuring this would be achievable.

As the training needed to look great on mobile, LearnUpon's responsive design was a natural fit since all learning materials automatically size down for mobile view. LearnUpon access via the cloud also made the training accessible anywhere, anytime for Hailo's busy drivers.

The program took five weeks from inception to roll out, with that timeline taking Hailo from content design, course building and testing, through to a successful launch to their 10k+ registered drivers. Flexible, scalable and offering world-class success and support, LearnUpon were the perfect training partner for Hailo's app migration; meaning that when mytaxi launched in March, their drivers were prepped and ready to go!

"From the first demo, we were impressed with LearnUpon and what it offers for mobile training. We needed a quick setup, easy access and a highly scalable solution – LearnUpon met all of our needs. As we were working on a short timeline, we loved the idea of customer success; working on a critical business challenge it was great to have someone there to help get the project off on the right track, and to provide advice and support as we built our program and prepared for launch." Niall Carson, mytaxi Head of Sales

About Brandon Hall Group

Brandon Hall Group is a HCM research and advisory services firm that provides insights around key performance areas, including Learning and Development, Talent Management, Leadership Development, Talent Acquisition and Workforce Management.

With more than 10,000 clients globally and 20 years of delivering world-class research and advisory services, Brandon Hall Group is focused on developing research that drives performance in emerging and large organizations, and provides strategic insights for executives and practitioners responsible for growth and business results.

At the core of our offerings is a Membership Program that combines research, benchmarking and unlimited access to data and analysts. The Membership Program offers insights and best practices to enable executives and practitioners to make the right decisions about people, processes, and systems, coalesced with analyst advisory services which aim to put the research into action in a way that is practical and efficient.

The Value of Membership

The Brandon Hall Group Membership Program encompasses comprehensive research resources and an array of advisory services. Our Membership Program provides:

- **Cutting-Edge Information** – Our rigorous approach for conducting research is constantly evolving and up-to-date, providing your organization with current and future trends, as well as practical insights.
- **Actionable Research** – Your membership includes advisory services and tools that are research-driven and provide you a breakthrough approach to addressing immediate challenges and opportunities inside your organization.
- **Customizable Support** – Whether you are an executive or entry-level practitioner, our research and analyst insights can be leveraged at an individual level and across the entire organization. We realize that every organization has unique needs, so we provide multiple analyst and research access points.
- **Community of Peers** – We realize the value of connecting with your peers and being part of a community that is focused on continuous improvement. Your membership provides you with personal connections to fellow professionals.
- **Unlimited Access** – Every member of your team has the ability to utilize research, best practices, and advisory services when they need it most.

To learn more about Brandon Hall Group, please call us at (561) 865-5017 or email us at success@brandonhall.com.