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Sample of Our Clients

How We Help You

Learning & Development

Talent Management

Leadership Development

Talent Acquisition

Workforce Management

MEMBERSHIP

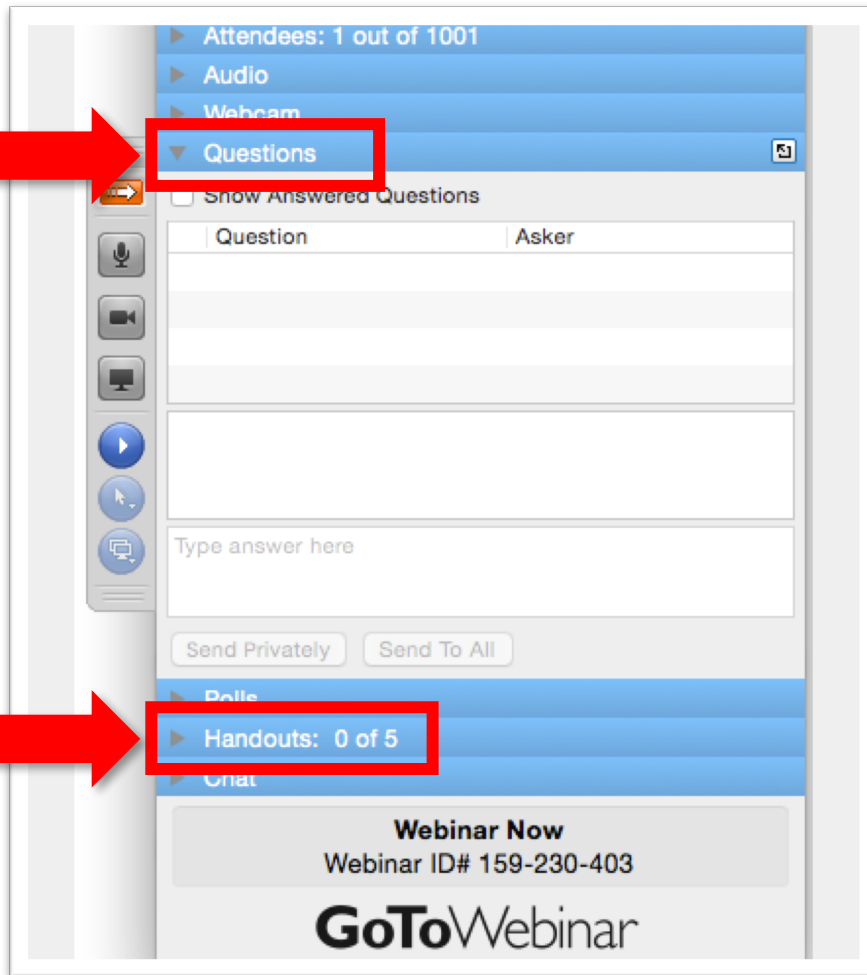**STRATEGIC CONSULTING**

EXCELLENCE AWARDS

PROFESSIONAL DEVELOPMENT

Open Surveys

We invite your to participate in our surveys.

- For a complete list of surveys that you can take, please visit our survey page here.

- If you would like to join a panel of survey takers, please contact us at success@brandonhall.com

How To Ask Questions

- Submit your *questions* or *comments* about the discussion to our presenters using the **Questions** tab on your control panel.

- Presentation *slides* and *giveaways* can be found in the **Handouts** tab on your control panel.

Recording & Slides will also be sent out after the webinar.

Agenda

Learning's connections

The importance of integration

Integration challenges

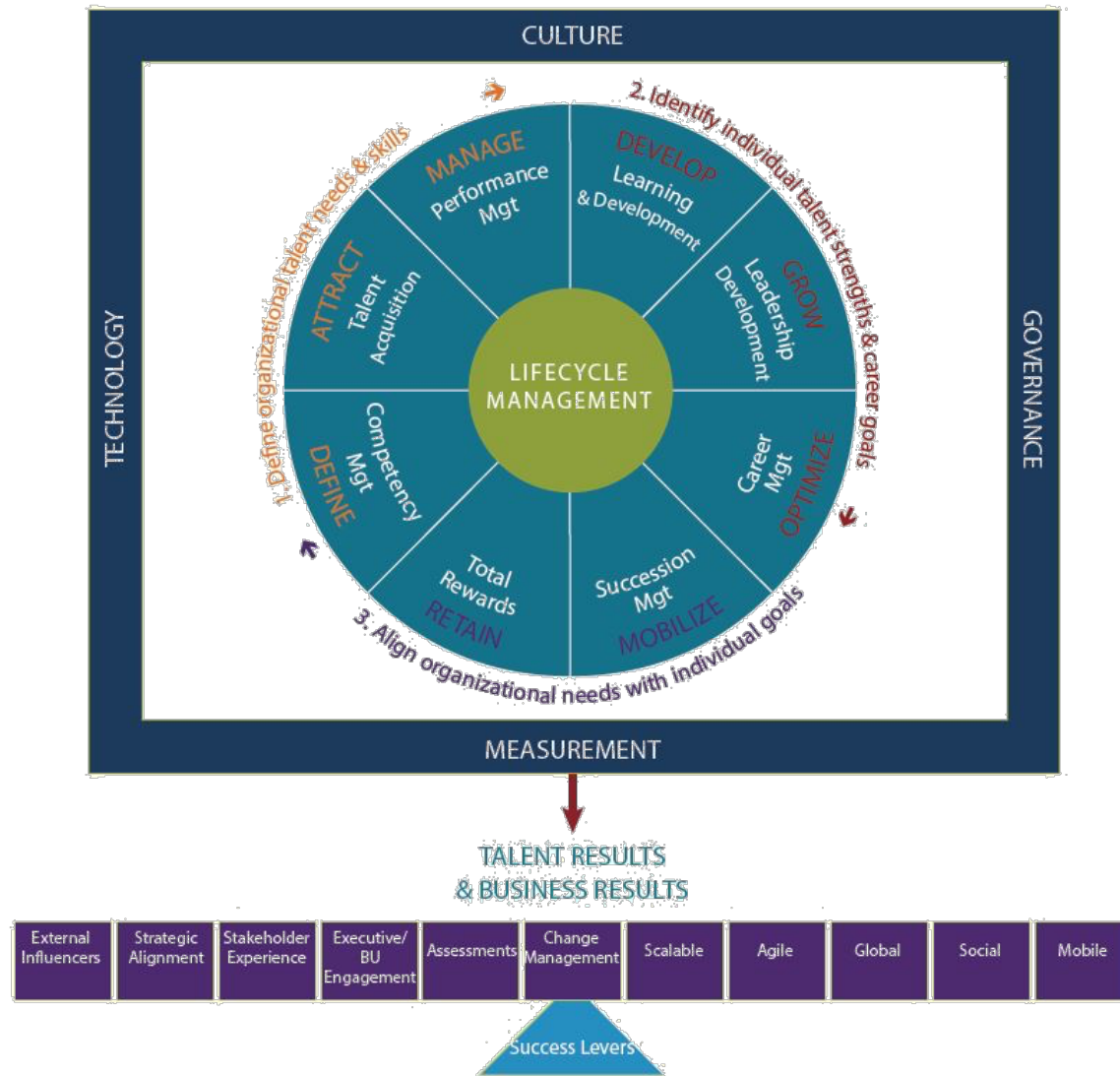Considerations

Corporate example

POLL QUESTION
How many systems are currently integrated with your Learning Platform?
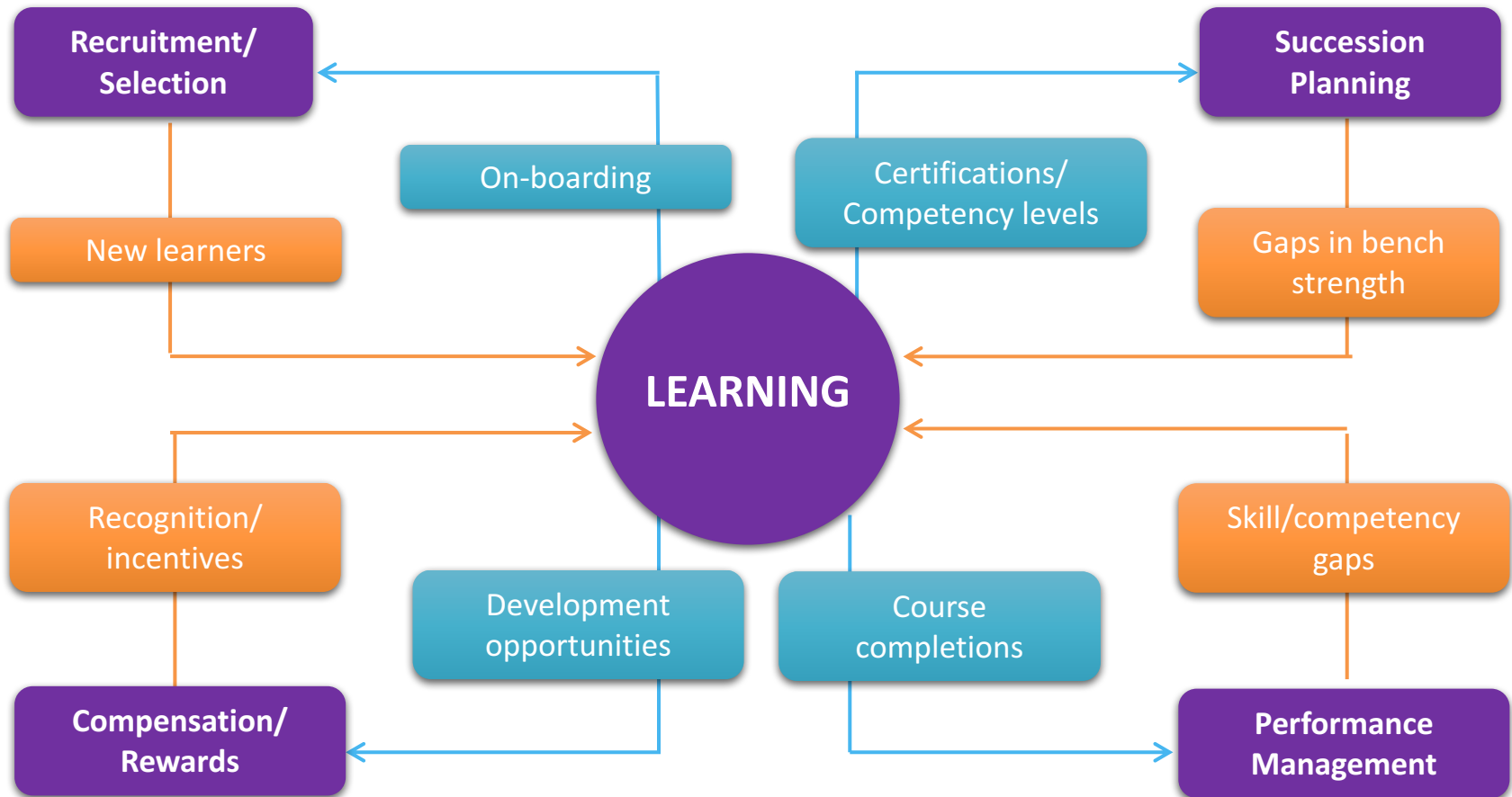
1. None
2. 1-2
3. 3-5
4. 5-10
5. More than 10

Integration Models

Talent Management Framework

Learning at the Center

It's not just about talent
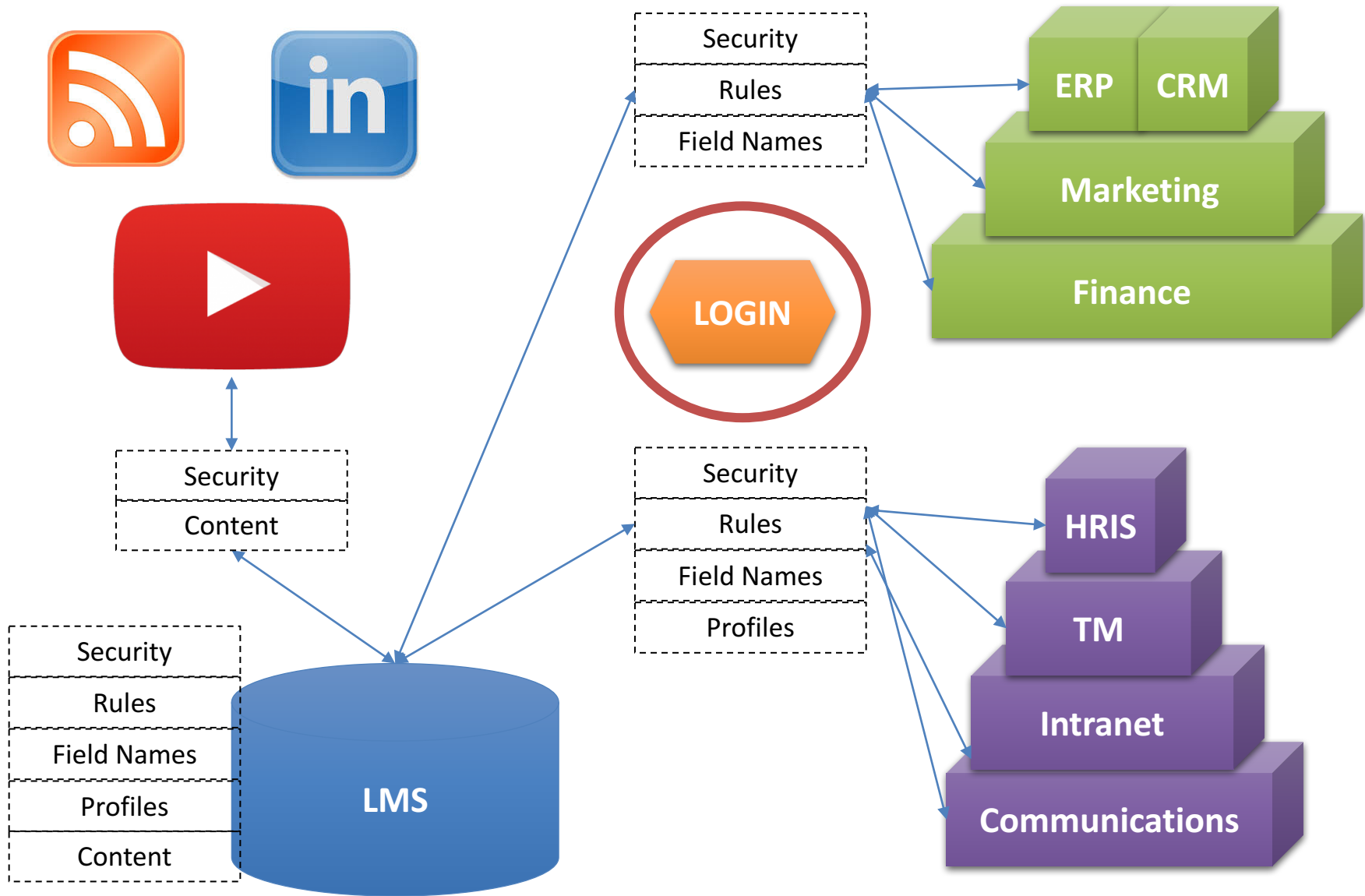
Importance of Integration
Provider Services

	Essential	Critical
Reporting and Dashboards	52.3%	33.0%
Intuitive User-Centric Interface	43.4%	39.9%
Integration Capabilities	46.5%	30.2%
User Training	54.9%	18.3%
Implementation Services	43.0%	22.1%
Cloud Services	43.8%	14.2%
Analytics Consulting	36.3%	10.5%
Consulting Services	34.3%	8.1%
Industry Coverage	29.1%	8.7%
Change Management Services	30.2%	6.4%
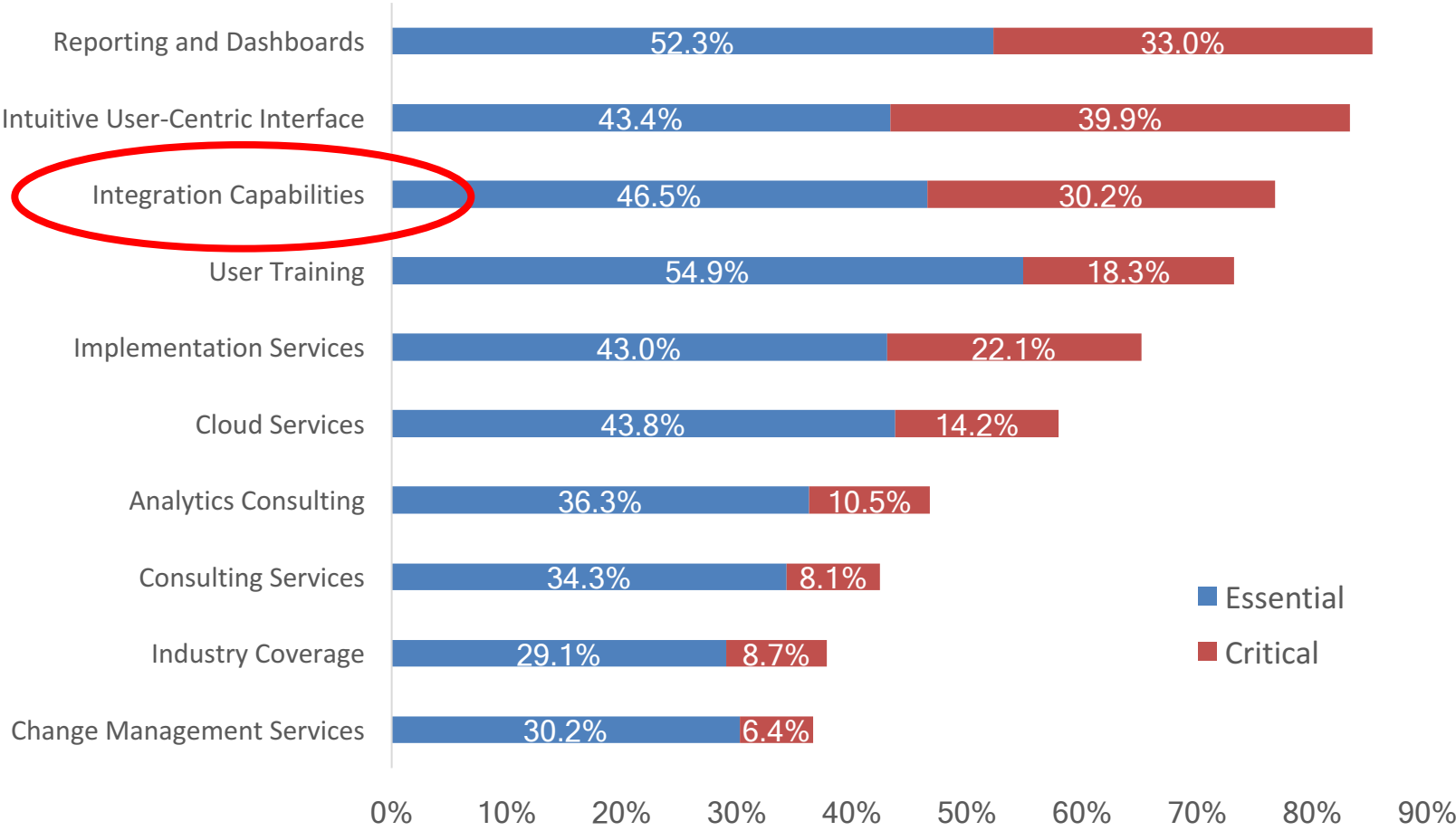
Importance of Integration
Systems

System	Important	Critical
Content management	47.5%	35.6%
Social/Collaboration	42.0%	26.8%
Talent management	31.4%	35.8%
Video/Web conferencing	39.6%	25.2%
Workforce management	42.1%	20.8%
Compliance platform	33.5%	25.2%
LCMS	36.5%	20.1%
HRIS	29.1%	27.2%
Authoring tools	32.1%	16.7%
Learning Record Store (LRS)	29.4%	19.0%
ERP	33.1%	13.9%
Gaming/simulations	33.1%	13.4%
MOOC	23.2%	6.5%
e-Commerce	18.4%	7.9%

0%   10%   20%   30%   40%   50%   60%   70%   80%   90%

Current Levels of Integration

Category	Percentage
HRIS	37.4%
Content management	29.3%
Talent management	28.3%
Authoring tools	21.2%
Workforce management	21.2%
Video/Web conferencing	15.2%
Learning Record Store (LRS)	14.1%
ERP	14.1%
Compliance platform	13.1%
Social/Collaboration	13.1%
LCMS	7.1%
e-Commerce	5.1%
Gaming/simulations	5.1%
MOOC	3.0%
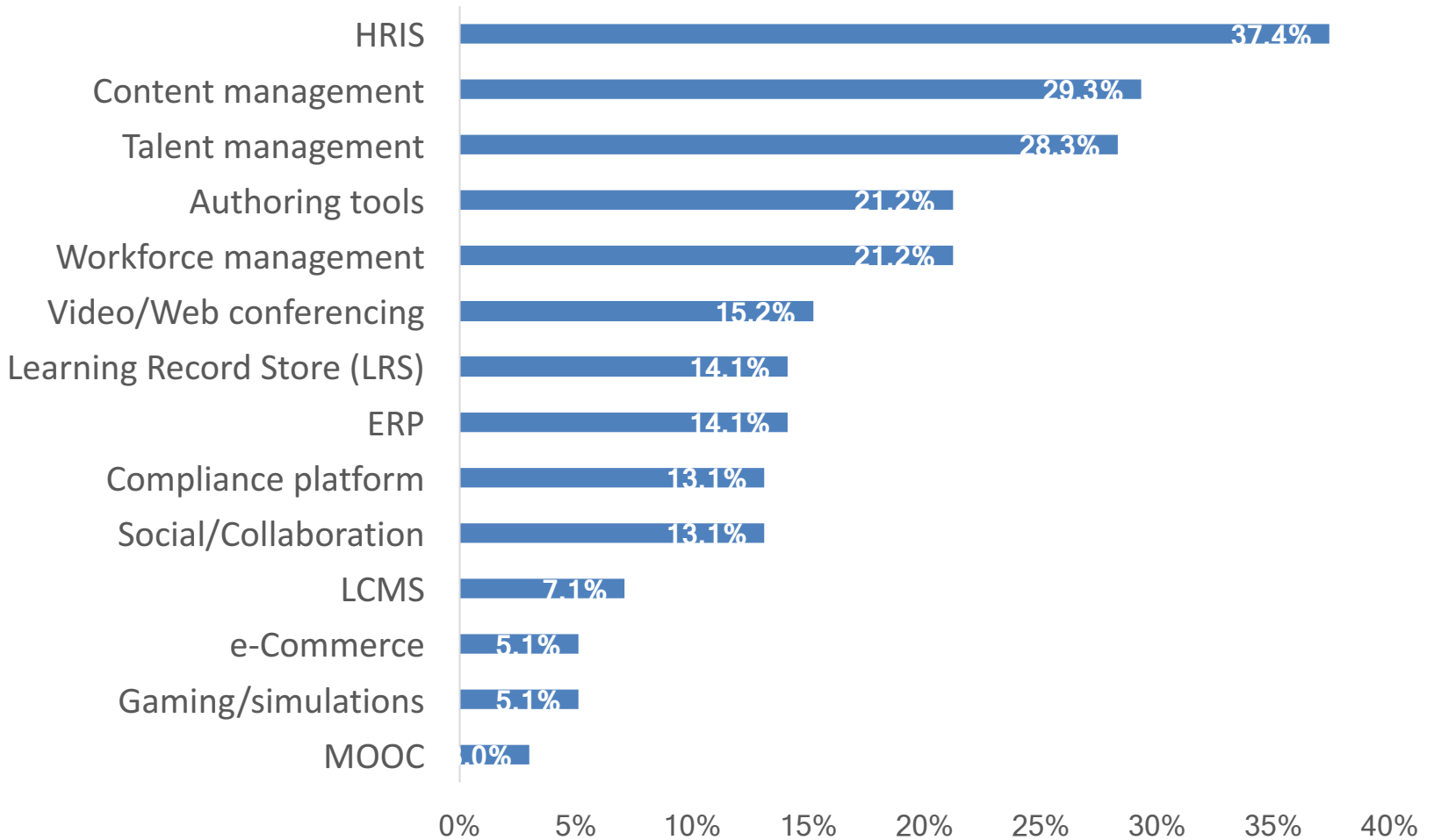
Satisfaction with Integration

	Least Liked Aspects of LMS
1	Ease of use of the system
2	Ability to adapt to changing needs
3	Reporting features
4	Analytics features to measure ROI
5	Social learning features
6	Ability to integrate with other enterprise software

	Reasons to Switch LMS
1	Poor support from vendor
2	Wish to move to Cloud
3	Platform lacks the social learning features
4	System is difficult to use
5	System appears outdated
6	Inability to integrate with other enterprise software

Satisfaction

2.67

What Do Companies Want?

- Best of breed/point solutions from multiple vendors
- A suite of integrated modules from a single vendor
- Not sure

22.0%

34.1%

44.0%
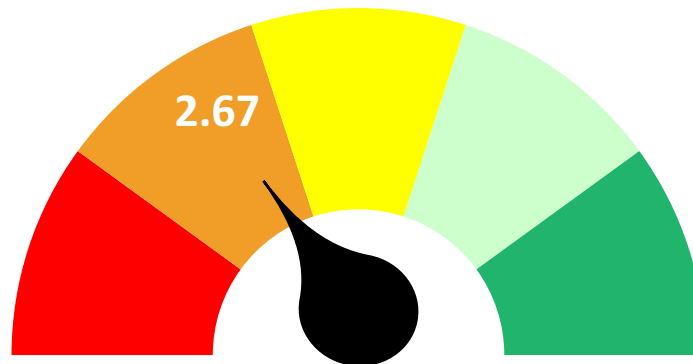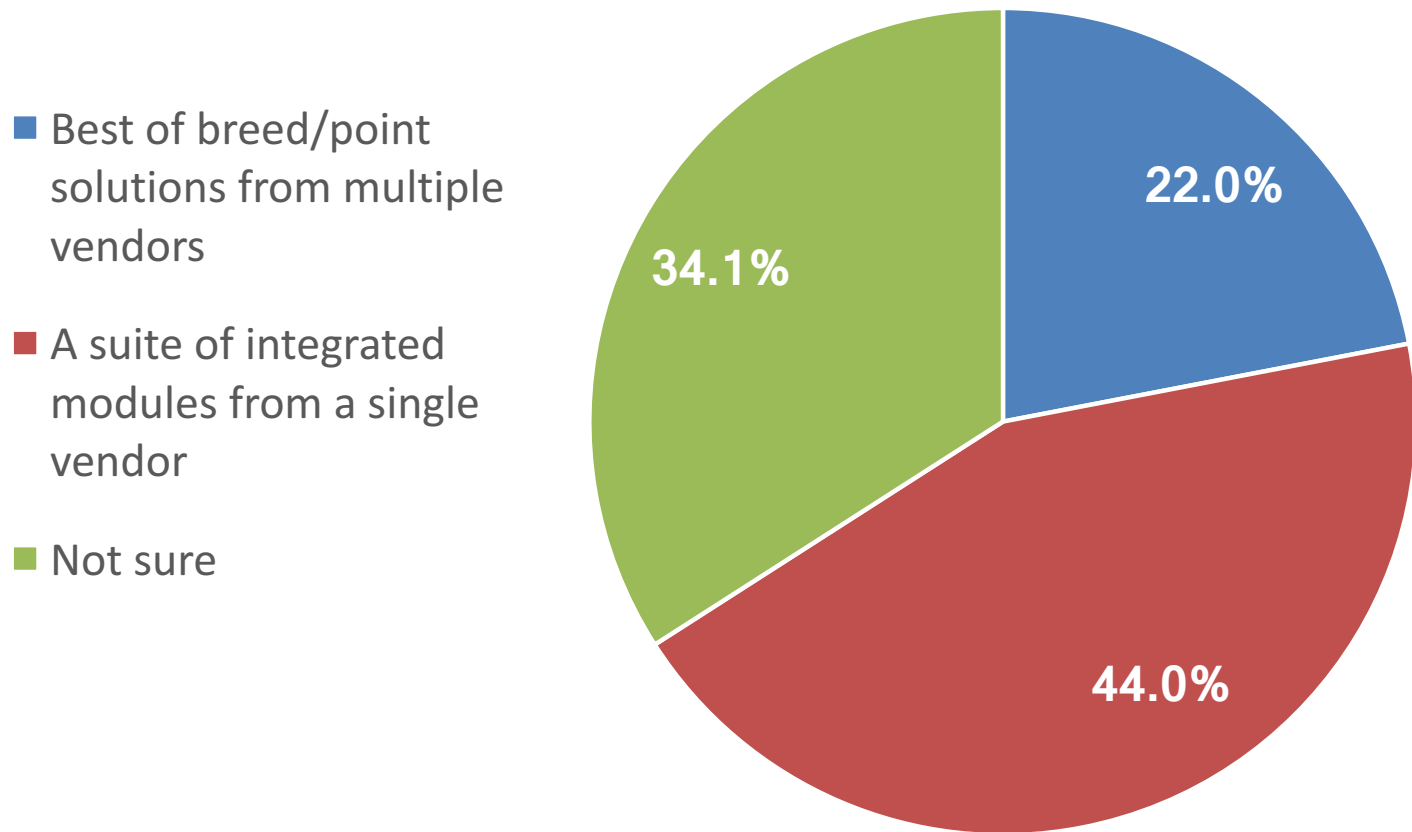
Considerations

Customizations

Many times, integrations involve customization.

- Be 100% sure of the need for customization
- Try hold off until most everything is in place
- Customizations often do not work with upgrades/updates
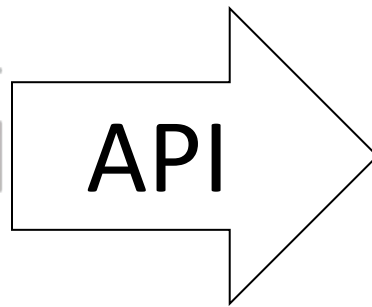- Don't get stuck!

POLL QUESTION
How familiar are you with APIs?

1. Not at all
2. I know what it stands for
3. Familiar with how they work
4. I use them in programming
5. I write my own

APIs Are Your Friends

Application Programming Interface (**API**) is a set of definitions, protocols, and tools that allow communication between various software components.

API

RESTful
Representational State Transfer

SOAP
Simple Object Access Protocol

RPC
Remote Procedure Call

System Integration

Key Practices

1. Identify current and future system integration requirements.

2. Define what needs to be shared between systems (now and future).

3. Define how often shared items need to be updated.

4. Define the value of each connection (business goal for each connection).

5. Prioritize each connection and begin defining requirements (APIs, scripts, middle-data-warehouses).

6. Map table to table (where is the data held in each system), theory first.

7. Understand your vendor's experience integrating with each of these elements.

Integration Example

CERN, the European Organization for Nuclear Research

- Needed an LMS that could integrate into existing infrastructure
  - access control
  - financial administration
  - course registration
  - main HR system
- NetDimensions' LMS has a comprehensive set of APIs to interface with the key solutions

Questions?

Thank you for joining us today!

If you have any additional questions, please email us at
success@brandonhall.com.

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BENCHMARKING
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- Maturity Model
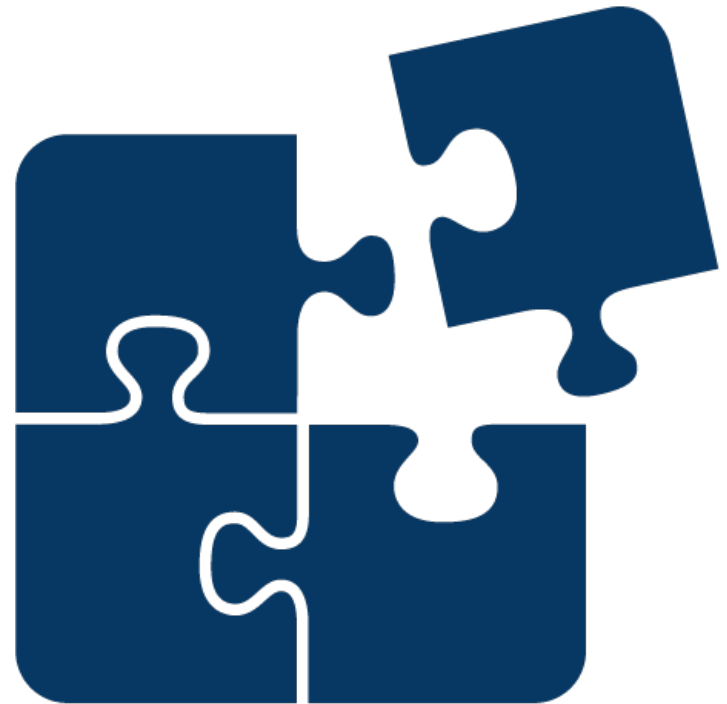- Custom Research

STRATEGY
- Business Case
- Planning
- Organization & Governance

TECHNOLOGY SELECTION
- Vendor Selection
- Architecture Design
- Systems Evaluation

DEVELOPMENT & INTEGRATION
- Program Design
- Assessment
- Survey
- Process Integration

To learn more about consulting, please email us at success@brandonhall.com

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1 **We offer flexible, high-value memberships** that offer everything you need at a cost you can afford.

2 **Our research is better** – more targeted, easily digestible, focused on business results, predictive, prescriptive.

3 **Our solutions gets better results** – research-driven, focused on the business, simple, targeted, flexible approach.

4 **Our case studies are unique** for their diversity and focus on business results.

5 **Our professional development is practical, tailored** to your needs, and equips you to take action.

Research Calendar

2017

1st Quarter — State of Learning Technology
Learning Content Development

TALENT MANAGEMENT

2017

1st Quarter — Career Development/Succession Management
State of Talent Management
State of Talent Management Technology

Research Calendar

TALENT ACQUISITION

2017

1st Quarter | State of Talent Acquisition Technology

WORKFORCE MANAGEMENT/HR

2017

1st Quarter | State of Workforce Management Technology

What Our Clients Have to Say

Brandon Hall Group's Excellence Awards allows you to take a deeper dive and evaluate the programs that you've created at a level that you might not have the opportunity to do… They have always been a cornerstone for me.

- Katrina Williams, Director, Sales Capability

CDW

https://youtu.be/OgdA_tpM55U

What Our Clients Have to Say

I describe the attention and that customer service that I've experienced as being excellent. They are very attentive and wherever I need to be connected to whomever, they are there to help me.

- Joanne Veech, Global Talent Leader

PwC

https://youtu.be/YkY-v8gfW5k

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