



Integrating learning content across locations into external companies

LMS for comprehensive knowledge transfer to subsidiary and partner companies

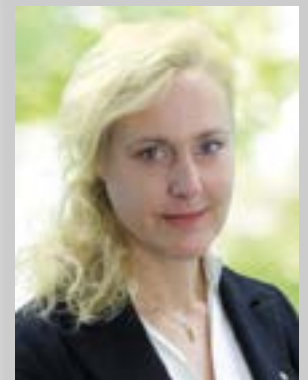
In companies with many subsidiaries and partner companies, providing overarching and needs-oriented learning content often poses a particular challenge. In the present project, the KYOCERA ACADEMY, in collaboration with the solution provider SoftDeCC, implemented personalized access rights within the LMS TCmanager® so that all external companies could have needs-oriented access to the administration and learning content of the overarching LMS.

KYOCERA ACADEMY, a provider of learning solutions and services, was looking for a way to make the internal learning management system available to external subsidiary and partner companies. As part of this project, in collaboration with SoftDeCC Software GmbH, the rollout implementation of the LMS TCmanager® was carried out.

The general idea behind the project was to expand access for external

companies not only to learning content but also to additional functions of the LMS. To implement a structured access tailored to the target audience, special permission groups were defined within the LMS, so that each target group sees the content that is important to them and does not risk being overwhelmed by a sea of unhelpful information.

Thus, each user had access to a personalized area that displays and co-



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Introduction to KYOCERA ACADEMY

The Landscape – User Impact



 KYOCERA Document Solutions

ordinates the relevant content. In addition, extensive administration rights were transferred to the subsidiary and partner companies.

Learning Requirements

The primary goal was the rollout of the LMS in all companies of Kyocera Document Solutions B.V. as well as in all subsidiary and larger partner companies in countries that do not have subsidiaries. Within the target groups, all internal employees as well as those of adjacent partners should be addressed, with a particular focus on service and sales staff. Extended administration rights ensured, among other things, that these could also be fully covered. In addition, the overall number of learners within these target groups should be increased to 30,000 in the fiscal year 2018. After the complete rollout into the subsidiary companies, the rollout in four partner companies should take place in the first half of 2018, followed by the three others by the end of the year. After that, ten new companies should be rolled

out annually.

Project Execution

In an initial contact with the subsidiary and partner companies, the individuals responsible for training were identified and thoroughly informed about the project, with their active involvement. Further stakeholders, such as supervisors or HR departments, were jointly identified and also included through virtual meetings. The respective project organization was then established collaboratively, along with determining responsibilities. Another part of the project plan involved constant involvement of stakeholders during the project, as well as before and after the Go-Live. The target group also received training tailored to their specific requirements. The promotion varied depending on the subsidiary and partner company, taking into account local preferences and the planned budget of each company. After the Go-Live, there was continuous support and the regular identification and implementation of potential change requests.

One overarching LMS for thousands of user companies.

External partners receive tailored administration rights to the Kyocera LMS, ensuring that the provided information is relevant, organized, and actually utilized.

Project Outcome

The planned objectives for the fiscal year 2018 were generally exceeded in almost every aspect. This indicates good acceptance within the subsidiary and partner companies regarding the new learning management system. Continuous monitoring of usage statistics, various feedback scores, or test results ensures the sustainability of the LMS. Immediate actions are determined and implemented in case of negative or positive deviations. Individual functional areas of the LMS are constantly evaluated to maintain an ongoing overview of factors such as user-friendliness and the quality of learning content. The standardized, template-based approach simplifies the rollout, while the actual use of learning content is highly flexible, allowing companies to decide freely on the provided content. Despite many legal regulations, the LMS TCmanager® maximizes flexibility and includes useful features in this regard. The rollout in subsidiary and partner companies was always voluntary and based on a modular principle, provided to companies to in-

dependently consider country-specific requirements and adapt the LMS accordingly. For example, the portfolio can be used according to needs, enabling continuous adaptation to new requirements.

Conclusion

In the end, it's always about meeting people where they are. If you respect that and ensure that you are not trapped in standardized one-size-fits-all solutions, but have enough flexibility to adapt projects, infrastructures, and learning content to the respective needs, then success is already programmed. The flexible and powerful LMS TCmanager® optimally supports us in implementing our high standards," says Dr. Karen Birkmann, General Manager, KYOCERA ACADEMY.

The project partners successfully implemented an international rollout in all subsidiary and selected partner companies. Due to the excellent implementation of the project, the jury of the eLearning Journal awards this year's eLearning AWARD in the "Extended Enterprise" category to SoftDeCC Software GmbH and KYOCERA ACADEMY.

The Project

Requirements:

The internal learning management system should be made available to all subsidiary and selected partner companies and enable demand-oriented access through prior determination of access rights.

Special features:

By providing a 'building block principle' for external companies, each company can independently implement country-specific requirements individually.