

# Intelligent Training Management System: The Gateway to Win Over Competition

In recent years, training has achieved center stage in corporate strategy. In 2015, US spending on corporate training grew by 14.2% to over \$70.6 billion<sup>1</sup>. Organizations understand that even though it's discretionary, investments in training is the foundation of building a talented workforce. Companies who spend on Learning and Development (L&D) can compete more effectively and have the skills required to thrive in a dynamic environment. However, like every other business function, the training approach has also changed with advancements in technology.

Manual training methods are unable to cope up with changing industry trends and are time consuming. Moreover, today's tech savvy employees have higher expectations. Training must be convenient, interactive, up to date, and visually appealing. Intelligent training management systems are emerging as the solution to the needs of both employees and organizations.

## **Build a robust and flexible platform for training**

Consider a huge organization that hires 50,000 employees in one year. On an average, that amounts to 135 new employees every day. Now, imagine conducting the same induction training done for each of these employee groups. The productivity gains by automating training can be immense. An intelligent training management system offers this flexibility and much more.

Such a system offers a state-of-the-art, user-friendly platform to create training materials by using innovative technologies such as cloud, open source and the ability to support Bring Your Own Device (BYOD) model. Also, the system can be customized to meet unique requirement across industries and business units. In addition, it can create support documents such as user manuals, installation guides, process documents, and standard operating procedures.

For instance, if a team needs to record the steps for installing software, the system can capture the installation process as an image or a video with audio format. This file serves as an 'installation guide'. Similarly, other teams in an organization can use the system to create different guides such as server installation document or workflow documents.

## **Increase training efficiency while reducing costs**

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<sup>1</sup> 2015 Training Industry Report, <https://trainingmag.com/trgmag-article/2015-training-industry-report>, accessed February 2016

Intelligent training management systems have changed the landscape of the L&D industry with their significantly advanced offerings. Organizations can create new training programs quickly, capture human interactions, and produce high quality training material. These automated systems have completely eliminated the possibility of errors, making knowledge transfer exercises much simpler. It is also easier to update existing training collaterals at lower costs and with more accuracy and efficiency. For example, the Royal Bank of Canada was able to save a whopping \$5.5 million annually using an automated learning management system<sup>2</sup>.

Moreover, these systems provide added convenience to the L&D team to develop and deploy modules in organizations 'on the move'. Here, we look at a couple of such features that enable faster implementation of training programs.

- **Easy start and stop for convenience:** The screen capture can be programmed to start or stop automatically, via text message, a phone call, or a voice command. This helps the team design training programs on the move.
- **Quick transfer of program:** The information captured in an image or video can be transferred by email, through a text message or a phone call, improving portability.

### **Smarter training is always backed by a learning culture**

Training systems can provide organizations with several benefits – from efficiencies and cost savings to the ability to adapt to a volatile business environment. However, automation cannot replace the human desire to learn. Organizations should also focus on building a culture that fosters an environment conducive to learning and innovating. This could be by creating a reward and recognition program, formulating brown bag sessions for stimulating discussions, or encouraging employees to participate in industry-wide conferences. With the right foundation in place, training management systems can add huge value to a motivated workforce with their rich set of features.

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<sup>2</sup> The ROI of a New Learning Management System (LMS): How to Construct a Successful Business Case, June 2012, <http://www.slideshare.net/hrtecheurope/the-roi-of-a-new-learning-management-system-lms-how-to-construct-a-successful-business-case>, accessed February 2016