



## Leading Healthcare company increased their training effectiveness and embedded training as part of day to day activity

### About Our Client

TeleHealth Group LLC, Minnesota, USA, is a medical answering service for a local physician-owned medical society. Today, TeleHealth provides nationwide service to medical practices, clinics, hospitals, dental practices, and other exclusively medical services.

# The Requirement

Our client TeleHealth Group LLC, wanted the design and development of an integrated digital platform, Offline Mobile App and Integration with 3rd party systems (e-Library & O-365) to train their employees located remotely.

## The Challenge

Analyzing the system, processes, interviewing the process managers and leaders and other stakeholders, we realized that they were facing the following challenges:



### Remotely Working Employees

All the employees were working remotely and virtually.



### Unreliable Internet

Few employees were based in remote areas and had unreliable internet.



### Attendance Marking

Earlier the mode of marking the attendance was completely manual that involved manually calculating the total attendance daily.



### Unavailability of On-line training /meeting tools

The managers/leaders had to rely only on the offline mode of conducting the training sessions and meetings.



### Difficulty in meeting employee's diverse needs

It was quite difficult for the training & development manager to meet the diverse needs of individuals.



### Low employee' engagement in classroom activities

Low engagement in the offline activities by some of the low self-esteem and shy employees.

# The Solution Offered

The solution we offered has been detailed below:

## **🔧 Implemented MapleLMS**

We implemented our MapleLMS software, having all the standard features.

### **☑️ Offline attendance marking**

Using MapleLMS app (Android/iOS), offline marking of attendance was implemented which works even in low or no internet connectivity, making the entire attendance marking & calculation simpler & faster.

### **🎧 Digitalization of training, learning & activities**

Creation & sharing of digital learning content by L&D team with other departments. And reviewing employees online & sharing their responses with the respective manager(s).

### **📁 Integration with 3rd party systems (O-365 & e-Library)**

Integration of O-365 (MS Word/Excel, etc.) & e-Library would help in performing the digital activities, Management of employee's record & accessing the electronic study materials available within the company.

## **📄 Online tool for Live meetings**

Implementation and integration with “Zoom” meeting tool within our LMS helped the department heads to conduct training sessions and meetings online with their Employees sitting remotely.

## **📱 Mobile app (Android/iOS)**

Development & Sharing of our apps helped L&D team to share the digital copy of learning material and conducting online assignments/tests online. Whereas, helped the employees to access study materials, attempting assignments/tests effortlessly.



## The Result

The solution that we offered, provided the following benefits:



Multifold increase in the employee's engagement with digital content and effectiveness to implement this in their day to day job responsibilities.



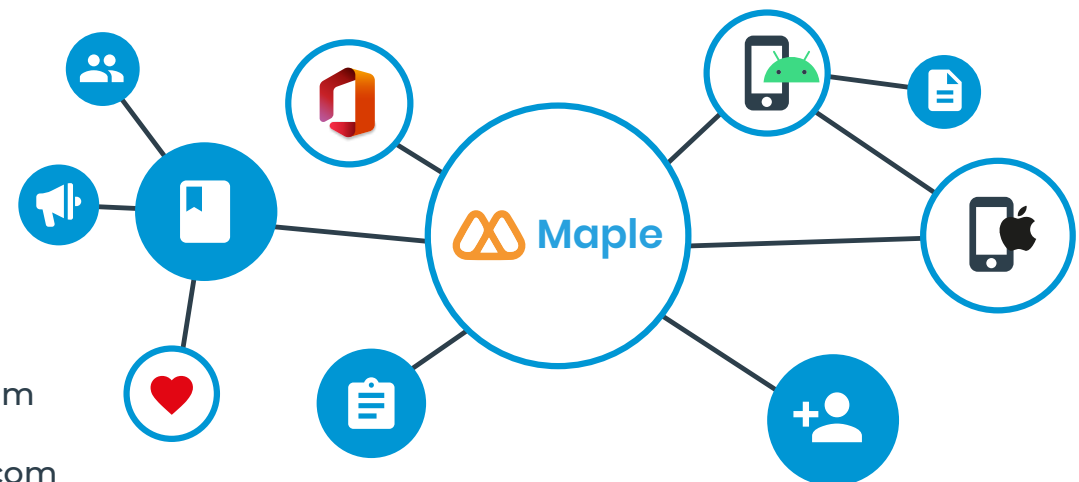
Reduction in the complexities involved in the overall management of the staff.



E-Library provided access to thousands of referred journals, books, images, audio, and video files allowing employees to access these learning resources anytime, anywhere.



Training became part of day to day activities and got embedded in company culture.



 [www.maplelms.com](http://www.maplelms.com)

 [sales@maplelms.com](mailto:sales@maplelms.com)