

# At a Glance

**Company:** Confidential

**Industry:** Pharmaceutical

**Employees:** 50,000+

**Use case:** A customised SumTotal LMS report bundle to help the client reshape the way its L&D department handled data, allowing them to get value out of their data faster and share insights between training managers and across domains.

**Why Earthly:** Earthly was able to provide the client with a specialised SumTotal LMS report bundle that perfectly fit their reporting needs.

## **Technologies used:**

- JasperReports report generation;
- Jaspersoft Studio report definition and design;
- SQL Server database



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## **SumTotal Report Bundle for better, quicker decision making**

With enthusiasm and a sense of responsibility, the client (name has been removed for confidentiality purposes) transforms scientific knowledge into long-lasting contributions to health. This multinational corporation has 50,000+ employees spread across the globe.

Identifying the need to deliver formal training to its employees and ensuring the company remains on the cutting edge of technology, the client's management and leadership have established a dedicated Learning & Development (L&D) department. The client is using SumTotal LMS in order to manage its training in a single application.

The L&D department has 100+ personnel across various domains and is responsible for:

- identifying employees' learning needs
- interacting with different business units to understand training requirements and technology trends
- setting up the necessary platforms and infrastructure for training delivery
- developing learning content
- implementing the training delivery



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# Challenge

The client's L&D department requires fast access to its data to better support its decision making.

## **Manual reporting processes**

When the client first approached us, all learning reports were being compiled manually. Not only was this time-consuming and costly for the business, it resulted in a great deal of human error in the form of inconsistent data or duplicated effort.

## **Facing major internal challenges**

The L&D department was clearly struggling to decrease the necessary time to produce its learning reports. Administrators were unable to gather, analyze and report the necessary information in a timely manner - both due to the sheer volume of data and the need to ensure both accuracy and timeliness.

## **Aligning data with business strategy**

When reports were compiled, they were limited when it came to aligning the data with the business' overall activity. Reporting in some areas was completely non-existent, making factually-based decision making difficult and resulting improvements minimal.

## **Reporting bottlenecks**

As executive reporting tends to be complex, it is common for reporting bottlenecks to form around the key individuals who have the right skills to manage learning data and create relevant reports. This was one of the client's biggest and most costly reporting challenges.

# Solution

The client needed a simple reporting solution that would overcome all of the above challenges - something that included chart and report generation and would help the L&D department analyze its complex data.



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## Solution (continued)

Earthly created a SumTotal LMS report bundle for the client, the key characteristic **being** its inclusion of **drill down** reports. These reports had a functionality so that as soon as an individual clicks on any part of a tabular component, another report appears with more detailed information, thus enabling the L&D department to perform **more** detailed analysis.

Through these solutions, reporting is delivered in Excel and PDF format, with the additional functionality of CSV and XML formats for simple data export. This feature was critically important to the client's L&D department. Most importantly, pre-configured GUI components and flexible Jaspersoft Studio capabilities enable Earthly to rapidly design and deliver new reports as the client's L&D department presents evolving, unique information needs.

By using the report bundle, the client was immediately able to:

1. Put data in the hands of training managers
2. Develop a new internal strategy that got people genuinely excited about the learning data
3. Get value out of their data **faster**
4. Share insights across the business' domains

## Results

Earthly's flexibility, powerful Jaspersoft capabilities and out-of-box reports have enhanced the L&D department's ability to access actionable information to support better, quicker decision making.

The use of the report bundle has also resulted in a considerable improvement in the organization's processes, increased employee satisfaction levels, and boosted productivity.



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## Results (continued)

Generally, through the use of Earthly's report bundles the client has reported:

- Increased information flow
- Improved decision making
- Significant cost savings
- Improved learning completions and sales
- Closing the gap between the L&D department and the rest of the business
- Hundreds of hours of manual work saved, with L&D managers spending less time churning out reports and more time doing their true job

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## About Earthly

Earthly Systems is a global SumTotal post-production services provider.

We are a team of passionate people who promise to change your world for the better by combining SumTotal with our world-class services to train and elevate your workforce. We are the only global SumTotal-exclusive post production services provider.

We help organizations around the world gain maximum value from SumTotal investment— by optimizing SumTotal within their organizations. We are here to help you take advantage of the power of SumTotal, with specialized services that are catered to your current—and future—business needs.

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