

# Establishing an Effective Knowledge Management System

Benefits



Increased number of new clients

## Overview & Challenge

The Client is a startup company, established in Netherlands with a mission to create a medical knowledge hub for clinical and medical care facilities. Their idea is to combine Content Management System (CMS) and Learning Management Solutions (LMS) and create a system that will contain studies on different medical topics, as well as activities to attend and certificates to acquire.

What they needed was a multitenant solution that would allow knowledge sharing between different organizations, and would include options for setting up users. The solution should also allow our client's customers to set up the onboarding process easy, giving them the ability to choose the components that they would like to incorporate in their own solutions and above all the solution should enable great user experience for all users regardless of their age and abilities.

## SOLUTION

The solution that was provided is a multitenant, cloud-native, LMS-Learning Management System where :IWConnect team was included in all SDLC phases. It is an interactive platform where users can find information about various subjects, share information via communities, register for training courses and offer practical information that can be used in their everyday work. This makes learning much easier and more fun.

Key functionalities:

- Modern cloud-based solution
- Multitenant solution
- Branding organizations
- Automated process of notifications
- Integrating new LMS system with existing content management system
- SSO (Single Sign-On)
- Getting certificates on email
- Eliminated the chances for mistakes in the report
- Automated onboarding process
- Responsive design

## Business Outcomes

Developing the solution swiftly in the time of pandemic gave the client great growth potential. Since the solution is multitenant and hosted on Azure, it is highly scalable and allows organizations to adapt it to their needs fast and easy. In addition, its flexibility enables organizations to add different types of courses and materials, define their own certification programs and share them with connected organizations.

Key benefits:

- Increased number of new clients/prospects for 40%
- Optimized cloud costs
- Secure cloud solution
- Two modes: standalone solution and integrated in other applications
- Minimized production application downtime