

**HOW A MISSION CRITICAL
LMS SYSTEM CHANGED
COURSE OF ELEARNING &
CERTIFICATION FOR SBCA?**

COMPANY INTRODUCTION

The Satellite Broadcasting and Communications Association (SBCA) are committed to creating programs to promote growth and sustainability of their member companies through member benefits and trainings. SBCA also provides industry advocacy for consumer access to the best in satellite delivered services and assurance of its availability at a fair price.

SBCA Training & Certification- SBCA offers Residential and Commercial certification necessary to be successful in the Consumer Satellite Industry.

COMPANY BACKGROUND

SBCA(Non-Profit Organization) approached Kprise Technologies through a known source to upgrade their training & certification program and wanted an Learning Management System to automate and digitize their activities on the below categories.



ONLINE TRAINING



EXAMINATION



CERTIFICATION

THEIR CHALLENGES

- They offered online trainings for their new products and certifications courses, which required an LMS system but did not have the infrastructure or the budget
- They had multiple vendors for multiple solutions which was challenging to manage
- Established products did not have the option of customization or the right pricing
- LMS is sold by number of users which makes it very expensive for non profits
- SBCA heavily relied on manual user data maintenance and transfer between their various IT systems and predominantly used MS Excel and email for moving the data around

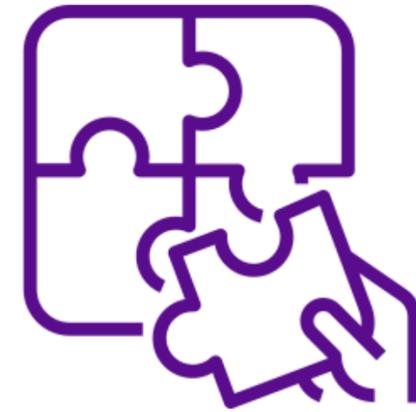
OUR SOLUTION & STRATEGY



Like many organizations, SBCA have conducted their training, whether they be face-to-face or virtually, with attendance being recorded in Microsoft Excel. There was no central place to see all the learning available, access online learning or report on all the learning happening across the organization.

After a deep review of their learning and compliance practices, the SBCA team made the decision to take a different approach on how they provided and managed learning, and started the process to find a learning management system that could improve the delivery and tracking of learning material across the organization.

OUR SOLUTION & STRATEGY



The SBCA project team, made up of key business representatives, narrowed the field of options on the market, leading to the selection of Kprise MyPass as the learning management system.

Following this Kprise business analysts & technical team understood the SBCA's requirements to move away from the old system and upgrade to digital front and planned out a strategy to develop a custom user friendly Learning Management System.

The content had to be delivered over internet using an in-house Learning management System (LMS). The online e-learning modules had to be SCORM compliant and highly interactive

OUR SOLUTION & STRATEGY

When it came to getting everything up and running for the SBCA team, the Kprise customer success team were on hand to ensure that the process went smoothly. Regular communication to ensure all implementation processes and timelines were adhered to be set up, so working through the process was very easy for SBCA team to keep track of.



In addition to this, MyPass LMS was able to customize a personalized service plan for SBCA that provided both ongoing technical support and also full management of the LMS platform.

RESULTS

1

Since implementing MyPass LMS, the constant collaboration and flexible learning availability has enabled the SBCA team to start evolving at a much more rapid pace, which is a vital aspect for fast growing teams.

2

The impact of MyPass across the organization has been positive, and it's exciting to see how things can continue to evolve from here.

3

After selecting MyPass LMS as the company's new training tool, SBCA team was impressed with how easy it was to implement and set up.

4

SBCA was most impressed by Kprise's competitive pricing, when comparing the cost to other learning management systems that charge based on number of users which works out to a huge cost for a nonprofit organization.

KPRISE - THE ONE STOP SOLUTION PROVIDER TO SBCA

SBCA strives to continuously enhance offerings in satellite dish system certification and training to improve customer experience and strengthen advocacy in licensing area.

Kprise has been instrumental in delivering other services to SBCA to help them achieve their goals

- 24/7 live support and analysis of any troubleshooting needs
- Website development
- Custom built 3rd party integrations
- Development hours inclusive of their flat service fee
- Support with eLearning marketing
- A dedicated Customer Success Manager to assist with any business needs
- Customer relationship management solution is another service we offer to them