



Online Training Portal For Healthcare Professionals

Customer Profile

Headed by Charles Bloe, a practicing Clinical Manager in Coronary Care, Charles Bloe Training (CBT) is a healthcare training organization providing a range of clinical updates for Paramedics, Nurses, Doctors and other healthcare professionals. CBT has established itself as a provider of relevant, high quality healthcare training and courses that are affordable and popular.

Business Needs

CBT wanted a system that could help it in providing training. The system was to have a facility to purchase courses, and sponsor medical courses for Paramedics, Nurses, Doctors to update their skills, meet their CPD requirements, at an affordable price. This gave birth to a business need for having a web-based training solution to host online medical courses and deliver training certifications in an effective manner.

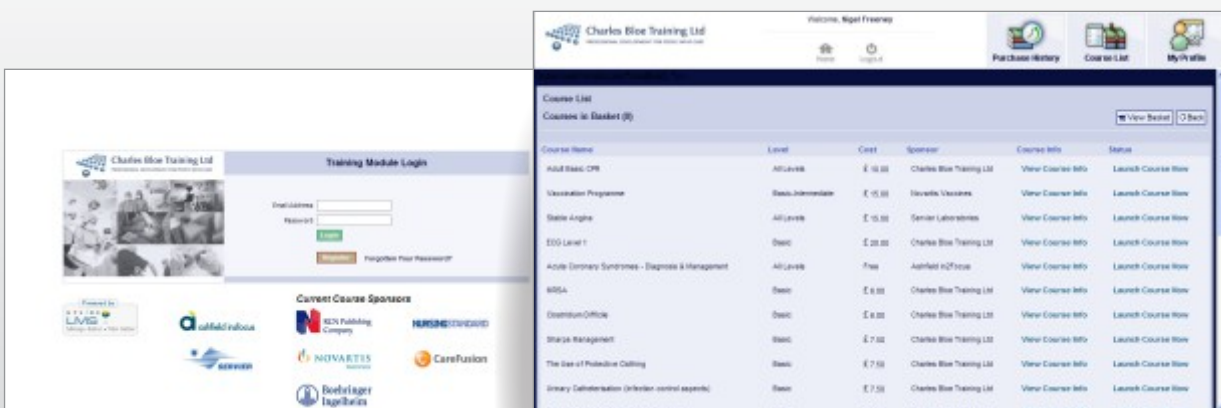
The Solution

To address CBT's needs of online training portal for healthcare professionals, Upside Learning offered its proprietary, multi-award winning Learning Management System, UpsideLMS.

Client Speak

"Charles Bloe Training has used the services of Upside Learning for several years to develop a portfolio of online healthcare education programmes. We had previously used the services of a UK based company. However, since entrusting our developments to Upside Learning we have received a first class service. They nominate a contact who is always responsive and attentive to our needs. The value for money is excellent."

Charles Bloe
 Managing Director and Clinical Lead
 Charles Bloe Training



With its in-built eCommerce module, UpsideLMS provided a secure environment for CBT to sell training online. Integration was brought about with PayPal, and with the help of the shopping cart provided in the system, the learner could choose a particular course from the catalog and make an online purchase.

Online Medical Certifications were issued to the healthcare professionals only on successful completion of the course and on qualifying the assessments.

Paramedics, Nurses, Doctors and other healthcare professionals sponsored by organizations were granted a customized access, and a pricing privilege was also extended.

Upside Learning Differentiator

Upside Learning worked closely with CBT to customize UpsideLMS as per its specific functional requirements. As a result, Upside Learning has been able to implement CBT's unique needs to integrate eCommerce gateway, and to map the relation between course sponsorship and learners' LMS portfolio. At the same time, UpsideLMS has maintained its SCORM and AICC compliance to run courses from various course vendors.

The strategy "easy-to-use and easy-to-train" has well been implemented in UpsideLMS, enabling learners to register and purchase an online training course easily and quickly.

The Upside Learning team provided round the clock monitoring of the portal, technical support and end user assistance. This helped the system to be available 24x7 and ensured that the learners had seamless access to the training always.

The system with its stable and reliable offering helped CBT to focus on healthcare training.

Business Benefits

- Robust and quick support - A quick-response Level 2 support from Upside Learning ensured that the end user had seamless access to online healthcare training, 24x7.
- High flexibility – Flexibility at Upside Learning's end to customize UpsideLMS for minor (and major) needs has also proved highly effective to meet customers' varying needs from the same platform.
- Relationship Management - The implementation has proved to be suitable in maintaining relations with course sponsors and business partners for offering the online training.

Technical Specifications

UpsideLMS runs on Apache Tomcat 6.0 and MS SQL Server 2005 on a single Windows Server 2003 hosted by Upside Learning.

Highlights

- User friendly learning portal
- Highly secure system with eCommerce integration
- Easy to use backend for even complex tasks
- Course maintained as per sponsors on CBT LMS
- Round the clock monitoring of portal, technical support & end user assistance

