



Software Giant

Transforms Compliance Management for 100,000 Clients
with ExpertusONE LMS

ExpertusONE's modern, advanced architecture enables the mortgage software leader to help their employees and customers reach 100% compliance in one of the world's most regulated industries

SECTOR: Mortgage Technology

DESCRIPTION:

A software company that processes 35% of U.S. mortgage applications.

LEARNER TYPES:

Employees and Customers

CHANGEMAKER:

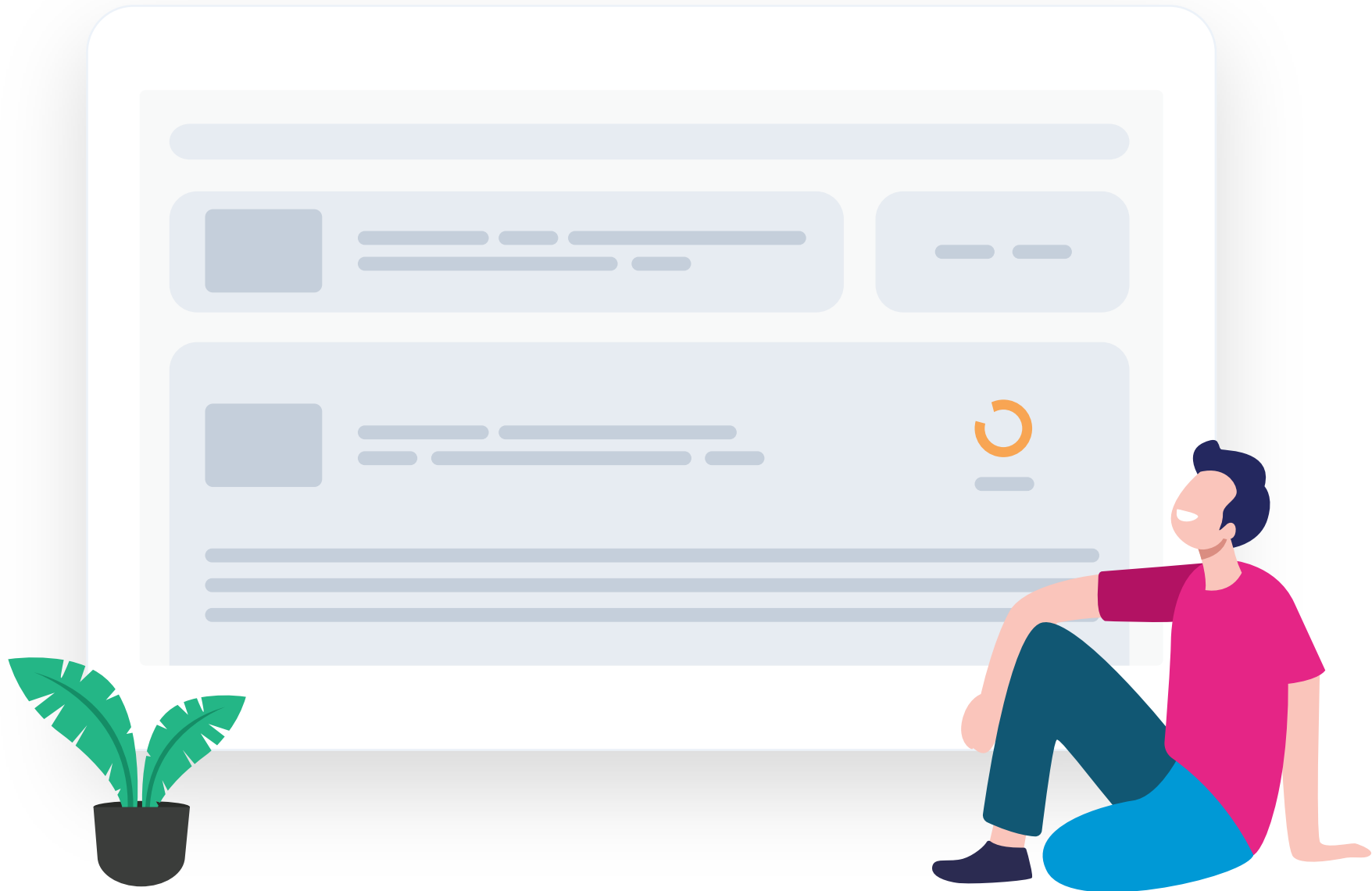
EDUCATION SERVICES DIRECTOR

Mortgage Technology



COMPANY OVERVIEW

As one of the top providers of software solutions for the residential mortgage industry, this company helps lenders automate mortgages so they can achieve compliance, quality and efficiency.



CHALLENGE

Even though it was one of the US' largest software companies, this organization had no LMS, and their clients had no way to track compliance. So they both were managing and reporting all compliance training manually—which was an incredibly time and labor-intensive process prone to errors and inefficiencies.

Since the company's software helped their clients "automate everything that's automatable", they decided it was finally time to automate their own compliance training processes and offerings. So they began their search for a modern LMS with these three criteria in mind:

- That the LMS was built in the cloud, not retrofitted with a website interface
- That it had native integration with Salesforce (their CRM—customer relationship management system) and Workday (their employee management system)
- That the LMS and its compliance tools would be available to their employees, customers and partners

"Our customers are mortgage lenders and are part of one of the most regulated industries in the world. So if they're not compliant, they're out of business," the company's Sr. Director of Education Services, said. "Obviously tracking, documenting and reporting their compliance training is of utmost importance to them. But many have not automated this process because an LMS is too expensive. And that's where we saw the huge potential of partnering with PeopleONE."

"Not only could we use the ExpertusONE LMS to automate our own internal compliance reporting and management, but we could also extend its compliance functionality to our clients... which is a huge value to them and a great sale for us."

SOLUTION

A Private LMS for Multiple Learning Audiences

Thanks to ExpertusONE's modern, cloud architecture, the LMS is able to offer multiple, uniquely configured and branded user interfaces to numerous learning audiences—all pulling from one underlying platform.

"Basically, each of our customers get a private learning management system where they can manage the users and content that's associated with their own customer ID, including business specific policies and procedures that they can track and report on their own," the Education Services Director commented.



About ExpertusONE

The ExpertusONE LMS is uniquely built for mobility, collaboration, insights and integrations with HRIS, CRM and other systems. Using the simplest, advanced cloud architecture, ExpertusONE streamlines LMS administration and provides an intuitive learner experience—for unmatched learning adoption.

ExpertusONE's two keys to compliance success are:

- Better workflows, developed over 17 years of supporting large companies with large compliance needs—for accurate, streamlined, real-time compliance management.
- Modern tools, such as mobile dashboards and actionable analytics, that enable managers to keep their finger on the pulse of compliance.

*See "About ExpertusONE for Compliance & Certification Management" on page 9 to learn more.

Efficient Self-Service, Actionable Design

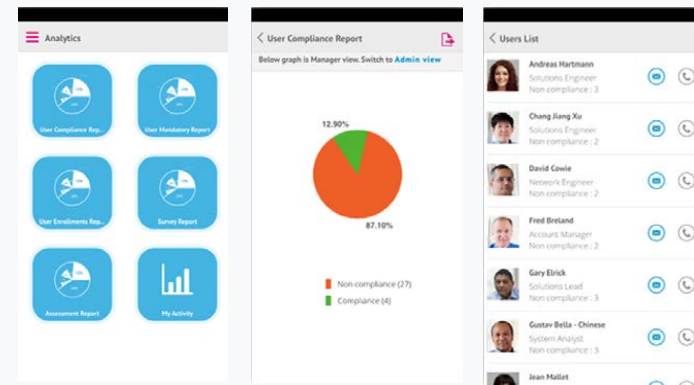
The company also chose ExpertusONE for its self-service compliance reporting tools are self-service (virtually no training needed) with minimal clicks and actionable functionality—enabling their admins and managers to set compliance alert thresholds and contact non-compliant learners as soon as they're notified via embedded email, text and call links.

"ExpertusONE has cut down on their help desk calls and saved them a lot of money in that respect," Tom Bronikowski, PeopleONE' Dir. of Strategic Accounts, said.



ExpertusONE for Compliance: Actionable Workflow

Managers can view team analytics via their ExpertusONE Mobile app, and they can set their own thresholds to be notified when a certain criteria is met, or not met.



When notified, managers can access dashboard reports to not only see real-time information about the progress of their team in a compliance course, but they can also take immediate action.

With this actionable workflow, managers can email/call/text users directly from the app to positively recognize learners or remind learners to meet their compliance deadlines.

Seamless Salesforce & Workday Integration

ExpertusONE's modern cloud design also allows for seamless two-way integrations with other enterprise systems, like Salesforce and Workday.

“Integrating with Salesforce and Workday was a big deal for this customer because it will save them time and substantially grow their training adoption,” Bronikowski explained. “They keep all of their customer information in Salesforce. So whenever their compliance needs shift, they add/lose employees, employee roles change, etc., these updates in Salesforce are automatically communicated to ExpertusONE.”

ExpertusONE's Salesforce integration also enables the software provider's customer service agents to review customer history live on calls so they can make better recommendations for their specific needs and issues.

Superior Training Support & Adoption

In addition to using ExpertusONE to support their customers' compliance needs, the software giant also selected the LMS to support their own software program.

This is where their customers do all of their loans and work. And now, partners simply click a “Training” tab for full, immediate access to all learning courses and resources.

“Mortgage professionals have to recertify every year,” the Education Services Director explained. “If they don't have a current license, they're non-compliant and unable to work on mortgage loan applications. But with our ExpertusONE system, they simply click on their 'My Learning' tab to take the training that they need for certification. It's just that easy.”

***Note:** The software company also configured the UI of ExpertusONE to reflect their corporate brand's look and feel for a seamless user experience.*

RESULTS

Within six months of their test launch, the software leader has already signed 24,000 users out of 100,000 active customers. They plan to fully rollout their program later this year and expect:

- To significantly increase user adoption
- Substantially grow their software product's revenue
- Greatly reduce help desk costs thanks to better educated customers

“With ExpertusONE’s compliance, we now provide a service that adds value to our and our client’s business,” the Education Services Director said. “They get a tool that can keep them at 100% compliance, and we, in turn, having lower support costs and greater revenue.”

The Director also noted that in the future, the mortgage industry will require a Compliance Management System. And ExpertusONE's unique functionality is the first and most advanced breakthrough in proactively meeting this mandate.

“What makes this LMS application so interesting is that it not only solved the compliance needs of our customer, but the compliance requirements of our customer's customers—all with just one LMS,” Bronikowski said. “It’s not just the individual components of ExpertusONE that are so advanced, such as our extended enterprise capabilities, compliance functionality, reporting tools, etc. It’s the sum of the parts; all of these advanced components working in tandem to deliver innovative results.”.



About ExpertusONE for Compliance & Certification Management

Overview

Many learning management systems can track eLearning and report on instructor-led classes. However, it takes years of experience working with regulated companies, tracking certification and recurring training and reporting on business critical details to build innovative tools that help companies achieve 100% compliance. And that's why many of the world's top regulated companies have chosen the ExpertusONE LMS.

ExpertusONE's two keys to compliance success are:

- Better workflows, developed over 17 years of supporting large companies with large compliance needs—for accurate, streamlined, real-time compliance management
- Modern tools that enable managers to keep their finger on the pulse of compliance—for easy, instant contact with employees who are out of compliance and fast, simple ways to congratulate those who complete mandatory training

ExpertusONE has a robust, built-in reporting tool that gives managers, instructors and admins up-to-date compliance data in multiple, convenient places; such as from the LMS itself, via Salesforce and even from external websites (thanks to embeddable widgets). They can also manage rosters and run compliance reports on-the-go from their mobile devices using ExpertusONE's award-winning mobile app.

Key Features & Benefits of ExpertusONE for Compliance		
Learners	Managers	Administrators
Compliance training is auto-assigned (no registration needed) and easily seen/ found in their "My Training" page	Team dashboard gives managers complete, real-time insight into compWliance status	Profile-based compliance rules simplify managing rules across multiple audiences
Reminders, notifications and personalization reduce search time and increase productivity	Mobile analytics gives managers on-the-go access to real-time compliance data and easy, instant contact with their team	Report Design Wizard and scheduled reports give administrators complete flexibility and insight

Product Innovation

What's so innovative about ExpertusONE is that it's designed to simplify the management of recurring compliance training—thereby raising and maintaining compliance levels and eliminating costly fines.

Many components are needed to effectively deploy a compliance program inside an LMS. Since multiple roles interact and support the compliance workflow, it's critical to provide access to the right information, on-demand. And only ExpertusONE accomplishes this by providing the following features for these three key corporate roles: administrators, managers and learners.

Administrators: Streamlined, Automated Workflows

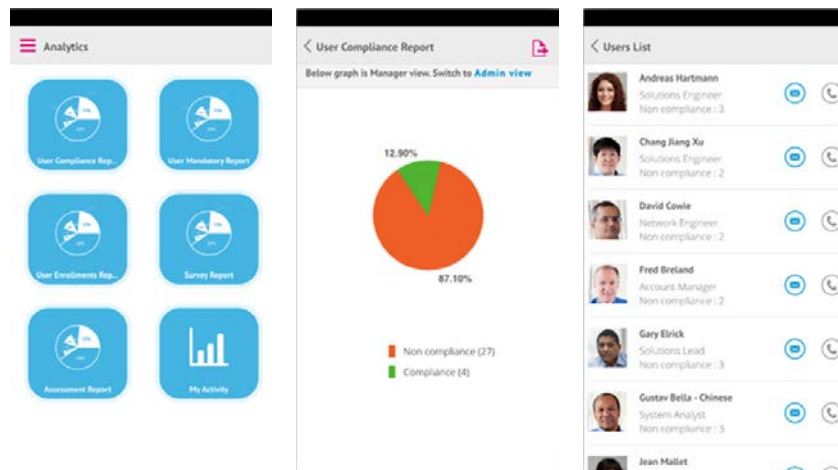
- **Content Versioning**—Admins can easily update the content, push the new version to a select audience (or all) and always report on who took which version.
- **Reminders**—Automated system notifications provide assignments, due dates and update reminders to learners, managers and training administrators.
- **Reporting**—ExpertusONE comes with several compliance reports which help administrators proactively see who needs to take training again.

- **Automated Enrollments**—ExpertusONE continually monitors the database for new users and changes in a user's profile. When a user's profile matches the compliance assignment rule, the system jumps into action automatically.
- **Access Control**—Admins can set a course as 'Compliance' for all employee users in a job role, such as Business Development Managers. Then, any combination of attributes (organization, user type, etc.) can be applied.
- **Assignment Rules (below image)**—Admins can manage a single compliance course with assignment rules across multiple delivery types, languages and regions, saving valuable time and reducing errors.

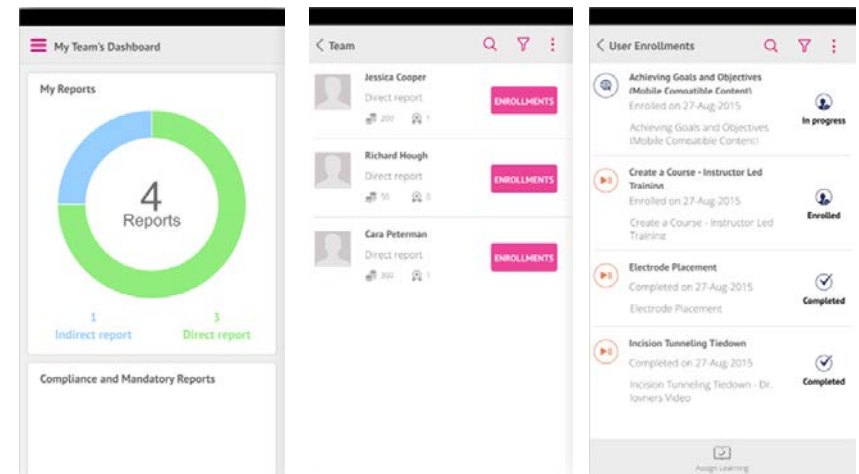
The screenshot displays the 'COURSE' configuration page in ExpertusONE. The 'DETAILS' tab is selected, showing fields for Title, Code, Description, and a rich text editor. The 'Code of Conduct' is entered in the title and code fields. The 'Language' is set to 'English'. The 'Compliance' checkbox is checked. The 'Complete By' and 'Validity' fields are both set to 'Days 30'. The 'Author / Vendor' field is empty. The 'CLASSES' section at the bottom shows a table with one entry: 'CODE OF CONDUCT' with code 'CRSD-CODCO-ILT', language 'English', and a date range from 'Nov 03, 2015 9:30 AM' to '5:30 PM'.

Managers: Better Compliance Reporting Access for Immediate Action

To make the life of a manager/supervisor easier, ExpertusONE provides three simple ways for them to get information about the compliance of their team: mobile dashboards, a team view and reports.



- Mobile (above image)**—Managers can view team analytics via their ExpertusONE Mobile app, and they can set their own thresholds to be notified when a certain criteria is met, or is not met. When notified, managers can access dashboard reports to not only see real-time information about the progress of their team in a compliance course, but they can also take immediate action. With this actionable workflow, managers can email/call/text specific users directly from the app to positively recognize learners or remind learners to meet their compliance deadlines.



- Team View (above)**—Inside ExpertusONE, managers are provided a “Team View” which is a consolidated list of their employees, both direct and matrixed. From here, managers can view progress, check activity and even assign learning, all from a single page.
- Reports**—In addition to on-demand compliance reports where managers can get a real-time view of their team, reports can also be scheduled to run on a set time and emailed directly to managers. This removes the burden of having to login to the LMS to view reports.

Learners: Easily Determine Their Status and Next Steps

- Learners need to know which courses are of high-priority. Thus, ExpertusONE provides icons across the system to show users which courses they need to take and why. Compliance courses are marked with a "C". This icon appears on all compliance courses, making it easy for learners (and managers) to know which courses must be done within a set time period.
- Learners can also access compliance training via their ExpertusONE Mobile app. And this convenience is proven to improve compliance training adoption.

Unique Differentiators

In addition to its simplified, yet advanced design explained in the "Product Innovation" section above, the most unique differentiator of ExpertusONE for Compliance is its actionable functionality. This unique analytics program notifies managers of non-compliant learners in real-time, and then enables managers to immediately phone, text or email these learners via embedded links within their ExpertusONE Mobile app. The result is faster time to compliance and better learning compliance levels.

"Reports are only valuable if they're used. That's why we designed ExpertusONE's compliance analytics to be highly actionable," Ramesh Ramani, PeopleONE' CEO, explains. "Not only can you set thresholds to alert managers of key issues (like non-compliance) without having to run a report, but we also built-in various ways for them to take immediate action. And this has a profound effect on their organization's learning adoption, compliance and effectiveness."

Managers and admins can also use the actionable analytics to boost learner morale and engagement by immediately congratulating learners who have achieved compliance.

Some of ExpertusONE's latest actionable compliance reports include:

- Manager & Admin Compliance Report—Shows a compliant/non-compliant learner ratio with the ability to drilldown to each learner's name, class title and status for superior compliance management
- Learner Complete/Incomplete/In progress Chart—Shows a learner's real-time trainings status to keep them on track and in the know
- Learner Compliance/Mandatory Chart—Compares a learner's status for compliance and mandatory classes to their peers to encourage adoption

Examples of Standard ExpertusONE Compliance Reports

COMPLIANCE COURSE - 90 DAYS REMINDER REPORT / | x

Query Builder

This report provides the list of users who need to complete their compliance course within the next 90 days.

UNPUBLISH | SCHEDULE

COMPLIANCE COURSE SUMMARY BY STATUS / | x

Query Builder

This report provides a summary of completions for compliance courses by summary. Course title can be used as an option to narrow the search results.

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COMPLIANCE REGISTRATION BY MANAGER / | x

Query Builder

This report provides the list of Compliance class registration details of direct/indirect subordinates of the manager.

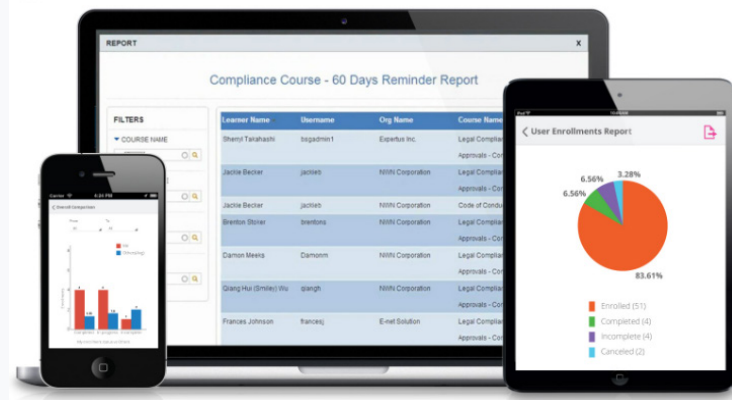
UNPUBLISH | SCHEDULE

COMPLIANCE REGISTRATION REPORT / | x

Query Builder

This report provides the list of Compliance class registration details

UNPUBLISH | SCHEDULE



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