Building Member Independence

How LCI Reduced Member Support Requests with TopClass LMS

OVERVIEW

The Lean Construction Institute (LCI) is a non-profit association committed to transforming the construction industry by eliminating inefficiencies in time, materials, and human potential.

A crucial component of LCI's mission is to provide resources and education to members, empowering them to implement lean methodologies.

PROBLEM

Before implementing TopClass, LCI relied on a cumbersome and costly e-learning platform that required outside consultants for continuing support. The platform's limitations created substantial administrative burdens for LCI's small team, who were frequently contacted by members unable to access courses.

Additionally, the previous system lacked flexibility, making it difficult for LCI to customize and update content efficiently. LCI needed an LMS that was more intuitive, provided greater control, and allowed seamless access for members, with single sign-on (SSO) capabilities.

AT A GLANCE

INDUSTRY
Professional Trade Association for Design and Build Environment

SOLUTIONS
TopClass, iMIS

MEMBER SIZE
360+ corporate members
20,000 individual contacts

WEBSITE
leanconstruction.org

PARTNER

> 66 *TopClass LMS has been a game changer for us. It's not only streamlined our operations but also provided an incredibly user-friendly experience for our members. We no longer have daily calls about access issues, and our team has the flexibility to update courses easily and efficiently.* 99
>
> - Manager of Strategic Partnerships at Lean Construction Institute

THE IMPACT

Reduced Member Support Requests

Increased Staff Productivity

Faster Course Updates

Boosted Member Engagement

SOLUTION

TopClass LMS provided LCI with a highly configurable and user-friendly solution that integrated effortlessly with their existing membership management software, iMIS. TopClass simplified course management and access for both staff and members, offering features such as a single sign-on (SSO) and a streamlined interface that reduced login issues. LCI can now internally build and update courses without external assistance.

Single Sign-On (SSO): Members can access courses directly through the LCI Member Hub without additional login credentials.

Easy Course Management: LCI staff can quickly update course content, reducing dependency on external consultants.

Customizable Learning Paths: LCI can recommend courses based on learner selected interests and corporate needs.

User-Friendly Interface: Members can easily navigate around TopClass, reducing member support requests related to access and platform performance issues.

> " *We've gained full control over our e-learning content. Our members appreciate the seamless access, and our team can now make updates instantly, without waiting on outside consultants. It's been a transformative upgrade for us.* "
>
> - Manager of Strategic Partnerships at Lean Construction Institute

TOPCLASS
LMS by asi

www.topclasslms.com