



**Rising Medical Solutions**  
selects LMS365 to support  
rapid growth & keep up with  
changing regulations.

# LMS365 supports the training needs of Rising Medical Solutions

## Challenge

Rising's rapid growth, fast-changing rules, regulations and compliance requirements, complexity of client-specific procedures, and expanding product/service offerings created a number of employee training and development challenges.

In September 2007, with 80 employees, the company developed Rising U to house its online training, using a Software as a Service (SAAS) vendor. The learning management system (LMS) chosen had some great features, but was fairly cumbersome and time consuming. A full-time administrator was hired who was the only person that could create courses, add/remove users, and perform other LMS administrative functions.

In July 2009, with 170 employees, Rising MS adapted SharePoint for its corporate intranet, CORE. SharePoint adoption was swift and positively received. Departments started migrating all sorts of documents from the LMS to CORE. In 2010, the company's LMS administrator left for a different position. Instead of immediately rehiring someone, Rising MS decided to see if there was an LMS on the market that would fully integrate with SharePoint.



*“ The transition to LMS365 On-Premises has been smooth and we're very glad we made the switch. It's not only compatible with Sharepoint - it IS SharePoint, so we're already familiar with the interface.”*

Rick Thompson | VP Talent Management & Administration  
Rising Medical Solutions

## Solution

During the search for a SharePoint-based LMS, Rising MS quickly discovered that options were limited. ELEARNINGFORCE with LMS365 and a few other options were investigated, and while leadership was impressed with the features of LMS365 On-Premises, they initially decided to go with a different vendor that billed itself as less expensive and easier to use in a corporate setting.

In November 2011, Rising MS attempted a three-month trial of the other vendor's software. Due to technical difficulties and other delays, the three-month trial dragged on for six months. Unfortunately, during those six trying months the company was never able to get the LMS up and running. Administrators and users were very frustrated by

the lack of technical support and unresponsive customer service. In May 2012 the company reached back out to ELEARNINGFORCE Americas. Within four months, the “New Rising U” was launched based on LMS365 On-Premises. The Registration and Enrollment Module (REM) was installed, allowing employees to auto-enroll in various courses.

ELEARNINGFORCE Americas worked with the Rising MS team every step of the way to guarantee a smooth transition and the solution integrated seamlessly with the company's SharePoint environment. Single sign-on was a key component, so when Rising MS employees are in CORE, they can immediately access courses and other content in the LMS.

One thing leadership did to aid the transition was to create a very simple online course to help people become familiar with the features of the SharePoint LMS and navigate around the New Rising U. It showed learners how to move from page to page, see what courses are available, launch a new course, open related documents, take a short quiz, etc.

About a dozen existing “home-grown” SCORM-based courses were transferred from the old LMS to LMS365, sprucing them up using Articulate Storyline. In addition, a number of new courses were added (both online and classroom-based) to Rising U, and content is added on a regular basis.

The beauty of LMS365 On-Premises is that there are now a number of people contributing content. A “quick and dirty” course can be created on the fly within minutes. Additionally, administering the LMS is no longer a full-time job. Rising MS employees can access courses easier and with a better interface, which has helped drive and improve training metrics.

One of the initial concerns Rising MS had with LMS365 On-Premises was that it seemed geared more to an academic environment than a business setting. As it turns out, it works very well for the company:

**“** *We don't use all the ‘bells and whistles’ (like the plagiarism checker), but the level of configuration makes it very flexible to fit our needs.* **”**

Rising Medical Solutions provides medical cost containment, care management and financial management services to the workers' compensation, auto, liability and group health markets.

Based in Chicago, Illinois and founded in 1999, Rising MS started as a two-person team in a one-room suburban office. The company today serves clients nationwide with multiple office locations and employees in 13 states.

Rising's mission is “To protect the financial health of healthcare.” Since the company was founded, Rising MS has saved America's healthcare system more than two billion

## Results

## About

dollars of waste in the form of fraud, inaccuracies and duplicate billings. Those dramatic savings stem from a combination of Rising's proprietary technology and purpose-driven people.

Employees embrace the company's upbeat and empowering culture built on seven core values, starting with teamwork and ending with laughter.



## QUICK FACTS

Industry // Healthcare

HQ // Chicago, IL

Established // 2012

Web // [www.risingms.com](http://www.risingms.com)

[www.LMS365.com](http://www.LMS365.com)



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Find out about LMS365, the Learning Management System created by EARNINGFORCE. Leverage your existing SharePoint® or Office365® environment to deliver state-of-the-art learning and training through a familiar environment supported by cutting edge technology.

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Best Office Store App  
European SharePoint Conference

ISV Cloud Partner 2016  
Microsoft Partner Awards

Best Integrated SharePoint Add-in  
Microsoft Office App Awards