



The **Washington Health Benefit Exchange** helps employees' skills stay current with LMS365.

# LMS365 supports the training needs of WAHBE

## Challenge

When the Washington Health Benefit Exchange (WAHBE) first approached ELEARNINGFORCE Americas the organization already had a Learning Management System (LMS) in place. Although the LMS was built in SharePoint, WAHBE needed something more robust that would allow the organization to house all of their training materials and help users stay current. The LMS presented several challenges:

- + It lacked a user-friendly environment
- + Inability to generate reports and track progress
- + Challenging for Navigators to use
- + Lacked the overall automation and customization the company needed
- + Content creation was a hassle -Microsoft OneNote had to be used to generate questions and modules

WAHBE sought out an improved system to deliver training that would support its many external users.

## Needs & Wants

A core component of a learning platform for WAHBE was customization. Learners (Navigators) are associated to a specific certification number and WAHBE was looking for a LMS that would be able to automatically generate that smart number for reporting



*“With LMS365 we now have far fewer issues than before (with other LMS). More positives from the Navigators that have access to the site than negative.”*

Christine Brown, Navigator Training & Certification Manager  
WAHBE

purposes. In addition, WAHBE needed a LMS that would:

- Support the training staff and help them develop material for end users
- Integrate with the existing IT infrastructure and sit on top of SharePoint
- Was intuitive and easy to use on the front-end
- Be easy to maintain and manage

Additionally, the training team needed a vendor that would provide high-quality support during implementation and after. WAHBE's internal IT department discovered LMS365

## Solution & Results

at a convention and decided that the SharePoint LMS would provide them the kind of customization and automation that would help make training easier for its users and administrators.

WAHBE implemented LMS365 On-Premises in October 2014. "Navigator Training" was rolled out to 1100 external users (Navigators) that consisted of 11 lead organizations, and 21 Certified Application Counselor organizations and has since shown remarkable results:

- With the LMS365 reporting tool WAHBE is able to put a name into the system and it automatically generates a certification number** for that individual. Every lead organization has a different numbering convention.
- Allowed the company to maintain annual training** –WAHBE broke down this training into four periods and requires Navigators to complete the training every quarter.
- Created 15 training modules:** after initial completion and certification, learners must maintain that training requirement and complete quarterly training.
- Received assistance from the ELEARNINGFORCE Americas team** to train staff and develop materials.
- WAHBE now has the ability to **have the system generate emails automatically and send out certificates to end-users.**
- Keep track of certifications** to ensure people are current in the training.
- Customized enrollment reports** and test score reports.
- Users are able to train as they go** from the comfort of their own desk and computer.
- Administration was made much easier**

Furthermore, with the help of LMS365 On-Premises, WAHBE was able to build and run a special, one-time report that utilized the LMS' analytical functions. Users would complete it every time they finished an enrollment. Through the statistics generated by LMS365 the organization was able to run this report for 6 months and gather valuable information they needed.

**“** *We got all the information we needed and we don't have to use the enrollment report anymore. It was wonderful that we could do it through the learning management system because it allowed us to gather the information in such a way that we could get statistics we needed.* **”**

In the future WAHBE looks to develop more content for its Navigators and to continue using LMS365 to develop users. With a large external user base the LMS is well established and supporting the organization with its training needs.

## About

## Future Looking

## About

The Washington Health Benefit Exchange was created in state statute in 2011 as a public-private partnership. The Exchange is responsible for the operation of Washington Healthplanfinder, an easily accessible, online marketplace for individuals, families, and small businesses to find, compare, and enroll in Qualified Health Plans and Washington Apple Health (Medicaid).



### QUICK FACTS

Industry // Health Insurance

HQ // Olympia, WA

Established // 2011

Web // [www.wahealthplanfinder.org](http://www.wahealthplanfinder.org)

[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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European SharePoint Conference

ISV Cloud Partner 2016  
Microsoft Partner Awards

Best Integrated SharePoint Add-in  
Microsoft Office App Awards