

## LMS Implementation for Home Improvement Client

Client Background:	Our Home Improvement client is the fastest growing retailer in U.S. history. Part of the Fortune 500 elite, the company has more than 300000 associates and a total of 2,245 stores spread out across US and the territories of Puerto Rico, U.S Virgin Islands; Canada, Mexico and China.
Objectives	For 14 years, the company made use of a highly customized home grown Learning Management System. In late 2010, a decision was reached to replace the existing system with a more update LMS in order to focus better on learning activities targeted to associates while giving associates better insight into their own development activities.
Solution	<p>Client invested in a best-of-breed LMS to replace the legacy system.</p> <p>In partnership with another reputable consulting firm, rapidLD helped the Home Improvement client develop a phased deployment approach to roll out the LMS to retail stores. In addition to business consulting and solution architecture, the rapidLD team provided technical development and integration services and content integration design and support during the project.</p> <p>The new environment offered the following benefits:</p> <ul style="list-style-type: none"><li>• Highly configurable domain structure to accommodate bi-lingual requirements of regions within which the company has retail stores</li><li>• Multiple language capabilities</li><li>• Distributed content caching model in retail stores to unburden critical transactional system servers</li></ul>
Outcome	The first roll out to 20 stores and Supply Chain groups successfully deployed in the US and Canada. This initial implementation occurred within 6 months of the requirements and design phases. Our core team utilized customer feedback, partnerships with other large retailers, and detailed testing processes to pave the way for the second rollout two months later to nearly 200 stores. The third rollout phase is currently in process and will include more than 2000 retail stores and more than 300,000 associates.