

# Siemens Hurdles Legacy LMS Limitations with ExpertusONE's Easy-to-use Learning Platform



Frustrated with dwindling platform support and spiraling features and technology constraints, Siemens swapped their aging learning system with a next-gen ExpertusONE Cloud LMS for superior reach and performance

# Company Overview

Siemens is a global powerhouse in electronics and electrical engineering and the world's largest provider of environmental technologies.

Its Building Technologies Division (BTD), specifically, is the global market leader for safe and energy efficient "green" buildings and infrastructures – with best-in-class offerings for building automation, heating, ventilation and air conditioning (HVAC), fire protection and security.

# Challenge

Siemens BTD was already frustrated with its limited, 16-year-old learning management system. So when the platform's current provider announced they would no longer support the aging LMS, Siemens knew it was finally time to update their legacy system.

“One Chicago-based Siemens unit originally purchased the legacy LMS to serve their small, internal group... which initially worked fine,” George Kuhn, a Siemens BTD's Manager of Education Services, explained. “However, as the years passed and the learning audience grew to now cover our entire US-based Building Technologies Division's employees, distributors and customers, the system simply couldn't scale to meet our expanded needs.”

## The Failing State of the Legacy LMS

More than 70% of large companies have an LMS; and almost 30% are considering replacing or upgrading them.

– *Bersin & Associates report*

91% of ASTD members use an LMS; still, 22% are “unsatisfied” or “very unsatisfied” with their LMS' functionality.

– *American Society for Training and Development study*

One-third of learning professionals believe the LMS can impede learning.

– *e-Learning Guild survey*

## Specific challenges and limitations of Siemens' aging LMS included:

- **No Scalability/eCommerce** – Unable to serve multiple learning audiences, including new external learners like distributors and customers.
- **Poor Usability** – Hard for users to find training (no dynamic learning paths and difficult to navigate UI); also challenging for admins to create roles and managers to assign training correctly.
- **Minimal Online Learning** – Majority of training done in-person; no centralized, simple-to-use system for extending web-based training to 1000s of remote customers and operators.
- **Limited Reporting & Analytics** – No standardized way to generate reports; unable to automatically track and evaluate learner and manager performance.
- **Poor Functionality & Reliability** – Outdated, hard to update and integrate architecture with frequent system breakdowns.



## Vendor Selection

Originally, Siemens BTD was looking to add a learning portal on top of their existing LMS. And they chose to partner with Expertus because they were one of the few vendors with the necessary experience and talent to handle a complete LMS - portal integration.

“Over the past 16 years, we were forced to heavily customize our LMS software, dramatically modify its data tables and change its underlying database. So we needed to partner with someone we could fully trust to accurately and seamlessly transfer all of our complicated dataset,” Nancy Mitchell, Siemens BTD’s Training Coordinator, said.

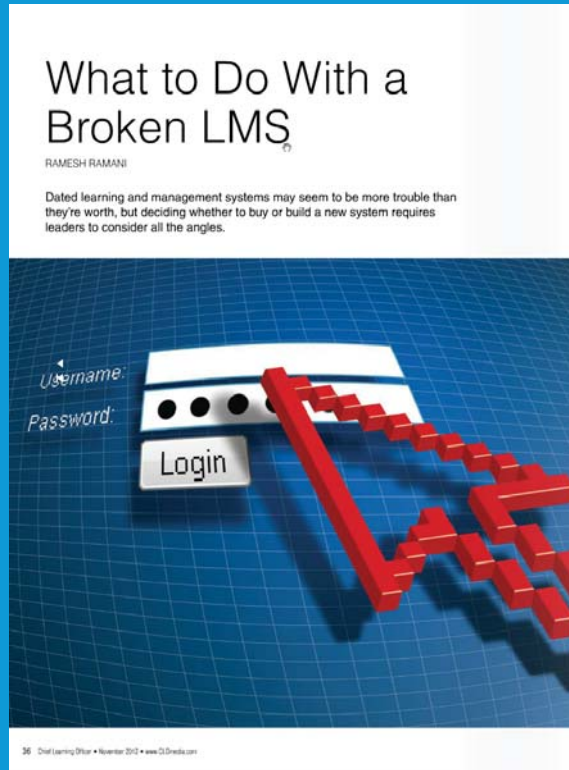
However, after extensively reviewing Siemens’ learning system architecture and desire for a more usable, scalable platform, Expertus recommended doing an LMS replacement versus a portal overlay.

“It was, quite simply, a better long-term path for their success,” Tom Bronikowski, Expertus’ Director of Strategic Accounts, explained.

“ExpertusONE has an industry-best library of 100+ REST APIs that make integrations with legacy platforms, eCommerce and SAP systems painless.

“It also provides an incredibly reliable, scalable and user-friendly design... which eliminates the hassle of continuing to update and fix their outdated platform, while lowering their total cost-of-ownership and yielding a high ROI.”

## What to do with a broken LMS?



Stuck with a dated or broken LMS? Read this new CLO Magazine article by Expertus CEO Ramesh Ramani to learn efficient, cost-effective ways of salvaging your investment.

> [Read article here](#)

## Award-winning Customer Service

Another reason Siemens BTD chose Expertus was for its award-winning customer service.

**“Expertus was established enough to do an excellent job, but not so large that they’d sacrifice personalized service and attention,”** Kuhn said.

“We also wanted to be at the table when decisions are made about ExpertusONE’s growth. And we didn’t believe we could have gotten that had we gone with someone like Saba or SumTotal.”

# Solution

“Siemens needed to overcome both the feature limits and technical constraints of their legacy system and build a true multiple audience learning platform,” Kathleen Waid, Expertus’ Sr. Director of Client Services, said. “Not only was ExpertusONE able to deliver all of the features they desired and serve several internal and external audiences... but it also provided the exceptional user experience and platform performance they were hoping for.”

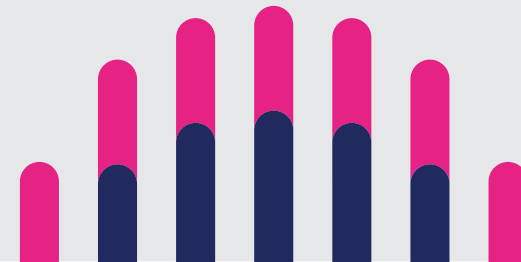
## About ExpertusONE

ExpertusONE is a next-gen cloud LMS that learners, admins and executives love.

Built with simplicity of use in mind, only ExpertusONE leverages the heuristic design principles developed by today’s most popular websites – *Google, Facebook, Amazon and more* – resulting in an:

- **Extraordinarily intuitive user interface** *that’s incredibly easy to use...*
- **Exceedingly advanced modern architecture** *that’s exceptionally simple to run...*
- **Amazingly proficient LMS platform** *that’s superiorly meets learning business goals.*

> [View on-demand demo](#)



## Three Learning Groups. ONE Platform.

Siemens BTD has three core learning groups: employees, distributors and customers. And thanks to ExpertusONE's renowned extended enterprise functionality, they are now able to serve all learners from one platform – which was rebranded as “ES Online”.

- 1 **8,000 Employees** – Provide a mix of onsite and web-based training (WBT) to support all BTD products, including: installation, operation and maintenance info; sales techniques; and marketing programs.
- 2 **400 Distributors (Dealers)** – Offer classroom and WBT to Siemens distributors, who in turn train their employees (nearly 1,000 per year) how to design and install Business Technologies products.
- 3 **2,500 Annual Customers (Users)** – Previously trained 2,500 product end users each year via live, hands-on instruction. Now with ExpertusONE's robust extended enterprise and eCommerce functionality, Siemens BDT plans to (eventually) reach all 50,000 customers through classroom and eLearning venues.

## About Siemens Learning

Known as a global powerhouse in electronics and electrical engineering, Siemens is also considered a pioneer in corporate learning.

Classroom training began in the 1950s and laid the foundation for the company's pervasive, award-winning training culture.

**“With our old LMS, we had no virtual way to reach this large learning group... let alone the proper security to expose them to our internal systems and content,”** Mitchell remarked.

**“But now with ES Online, we have an easy, safe and effective way to communicate with them – which will result in happier, more informed customers and more sales.”**

**Note:** ExpertusONE is always delivered via a private cloud which ensures exemplary eCommerce and extended enterprise security, as well as exceptional system reliability.



## Superior Usability & Performance

In addition to now serving both internal and external learning audiences, Siemens' ExpertusONE solution solved their other LMS usability and performance challenges via the following:

- **Unparalleled User Environment** – After 16 years of LMS customizations and database upgrades, user training was very hard to find. ExpertusONE, however, dynamically pushes learning to Siemens' users (i.e. real-time learning plans, calendars, recommended content and more) all from one centralized "My Learning" page.

**"It's great!"** Kuhn described. **"Learners simply log on and get a graphical display of units in their personalized training path. So now, in seconds, they see where they are, what's next/needed and other helpful, related learning resources."**

- **Intuitive User Interface** – Built well before modern, Web 2.0 design, Siemens' legacy platform's user interface was difficult to navigate and looked dated. ES Online now offers a "heuristic" design with the same streamlined navigation and simplified look and feel of today's top websites (i.e. Google, Facebook and Amazon).

- **Automated Administration** – Because of the old LMS' age, it was very challenging for admins to create roles and managers to assign training. But ExpertusONE automates these tedious processes so: 1. admins can implement role lists faster and easier; 2. managers can expediently and more accurately prescribe learning via built-in filters that narrow down choices.

**"In addition to the obvious time savings, three key benefits,"** Waid noted, **"of our automated admin systems are: less errors, better manager/learner communication and higher training adoption."**

- **Advanced Reporting & Analytics** – ExpertusONE delivers much needed, highly advanced reporting and analytics tools. So Siemens' learning management can finally, easily monitor the entire learning system and optimally evaluate learners' and managers' performance. Next-gen features include: SQL query, visual designer and both 'in situ' and ad-hoc reports.

## Siemens' ExpertusONE "ES Online" LMS Interface

The screenshot displays the Siemens ExpertusONE "ES Online" LMS interface. The top navigation bar includes the Siemens logo, "ES Online" branding, and user options like "Administer", "My Profile", and "Sign Out". A search bar is located on the right side of the navigation bar.

The main content area is divided into two sections:

- NARROW RESULTS:** A sidebar on the left containing filters for TYPE (ILT, VOD, WBT), TAGS (with a search input), LOCATION (with a search input), and DATE (Range) (with start and end date inputs and a "Go" button).
- Course Listings:** A central area displaying search results. Each result includes a course title, ID, language, price, and a description.
  - ABCs of APOGEE - Automation Level Network:** SLS 061\_WB | Eng, \$ 25.00, Add to cart.
  - ABCs of APOGEE - Field Level Network:** SLS 060 R1 | Eng, Registered.
  - ABCs of APOGEE - Management Level Network:** SLS 062\_WB | Eng, \$ 25.00, Add to cart.
  - Accelerated APOGEE Master Operator Program:** \$ 4130.00.

Sort options at the top of the results include: title a to z, title z to a, newly listed, start date, and mandatory.

# Results

Recently launched, ES Online is quickly garnering “overwhelmingly positive” feedback from management and learners alike.

“Management has enthusiastically embraced ExpertusONE and we’re already seeing a dramatic increase in overall LMS use, efficiencies and effectiveness,” Kuhn summarized.

## Other areas of noticeable improvement include:

- 1 More acceptance in the field and happier internal learners
- 2 “Dramatically improved” manager processes
- 3 Reduced admin and manager errors
- 4 “Impressive”, easier to use Web 2.0 experience
- 5 Superior data integrity and system performance
- 6 “Outstanding” reporting and testing analysis capabilities

**“All in all, Siemens is extremely pleased with their ExpertusONE LMS,”** Bronikowski concluded. **“We delivered a next-gen learning environment that not only meets their current, multi-audience training needs, but one that will continue to seamlessly keep pace with their future learning goals and requirements.”**

# What Analysts Are Saying About ExpertusONE

"...represents a new breed of corporate training platform."

– Bersin & Associates

"...achieved our #1 LMS ranking, again. It has every crucial component today's learning organizations need. From its future thinking approach and next-gen capabilities, it makes learning an easier, more successful endeavor."

– e-Learning 24/7

"...is a state-of-the-art LMS, without the legacy issues faced by Saba, Plateau (SuccessFactors), SumTotal and others."

– Wainhouse Research

"...propels the learning profession forward by letting customers make learning faster, better and easier."

– Brandon Hall Group

> [Learn more now](#)

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