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LMS365 redefines  
compliance training at  
**Applied Technical  
Services**

# Challenge

## LMS365 supports the training needs of ATS

Applied Technical Services (ATS) is a consulting engineering, testing and inspection firm that operates in 19 locations across 13 states to deliver services that meet nuclear, military, aerospace and commercial requirements of their diverse client base. Quality assurance, compliance and safety training are core business functions to successfully operate in those working environments, often requiring up-to-date training reports for auditors, customers and internal staff to satisfy the standards and certifications needed to deliver high quality services. The challenge ATS faced was to provide safety and compliance training to a distributed workforce of 900+ employees while centrally managing and analyzing backend reporting in real-time. Their existing learning management system (LMS) could not meet ATS' reporting needs and was not expected to close this gap in the near future.



***We needed an LMS that was aligned with our long-term IT strategy. One that could meet our training needs while evolving with our growing Microsoft 365 infrastructure.***

Mike Murray, Director of IT and Marketing

# Solution

The search focused on finding a modern learning platform that offered robust reporting capabilities and visibility, could deliver on-demand and targeted training to a decentralized workforce, and was easy to manage and operate. Mike Murray, Director of IT and Marketing, also wanted to know the direction the platform was headed; that it integrated with ATS's everyday SharePoint Online based infrastructure and would evolve within the Microsoft 365 ecosystem.

HR and business units were also involved in the selection process to create organizational buy-in and ensure existing and future content could operate within the new learning platform. LMS365 was selected as the solution that best met ATS's key requirements and was implemented in the fall of 2018.

Initial roll-out focused on annual safety training consisting of 10-20 role-based modules for all 900 employees across the organization. Mike felt very confident in LMS365 and did not want to go another year using the old system since it necessitated extreme amounts of manual work to collect data for accurate reporting.

# Results

Today ATS delivers over 60 courses within LMS365, expanding training to include HR, quality and cyber security content. The Quality Group now manages their own training. This quick expansion is attributed to ease of use and a minimal learning curve for end users. But by far the greatest quantifiable impact has been reporting. According to Murray:

**LL** *No doubt reporting and visibility has made a substantial difference in what we do. That feature alone was worth the reasonable cost of Microsoft 365.*

Operationally, another important outcome is the increased role managers play in training. LMS365 eliminated a critical chokepoint that previously existed with the old LMS. With the LMS365 Manager Dashboard, managers now have full visibility of their people to quickly view safety, compliance and training status before assigning them to a job.

Murray indicated *"this adds a significant amount of efficiency in how we operate."*



**ATS delivers over 60 courses**



**Managers have full visibility of their people to quickly view safety, compliance and training status**

# Future

As LMS365 adoption continues, ATS intends to use more of its functionality. They are starting to incorporate Power BI to provide managers a more visual and granular view of training status. Custom processes using Flow are being built to further automate the real-time update of training and compliance material, which is critical when clients or external agencies request reports or audits.

Another upcoming project is to utilize the LMS365 Competency Module to track specific job competencies required to meet various industry certifications. With a wide variety of professions that include engineers, chemists and technicians, it is important that competencies, demonstrated skillsets and job training records are consolidated at ATS within one digital training system. To reach these roadmap goals, ATS plans on leveraging their subsidiary's, Abel Solutions, Microsoft 365 infrastructure expertise to optimize the full integration of LMS365.

Mike also plans on using the LMS365 team for additional consulting to deploy the Competency Module since he had a good experience with the implementation and support staff.

# About

Applied Technical Services provides engineering, testing and inspection services within most major industries including pulp and paper, chemical, automotive, utilities and renewable energy across the United States. The company consists of over 900 employees, primarily engineers, scientists and technicians.

## Quick facts APPLIED TECHNICAL SERVICES

**Industry:** Engineering, Testing and Inspection Services

**HQ:** Marietta, GA

**Established:** 1967

**Web:** [www.atslab.com](http://www.atslab.com)

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