



Maersk Container Industry

uses LMS365 to deliver learning to external service providers around the world

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LMS365 supports the training needs of Maersk Container Industry

► Challenge

MCI sought to implement an easy-to-use, comprehensive and engaging Learning Management System (LMS) so that a global network of external service providers was equipped with the specialist technical knowledge to service and repair the reefers. Providing classroom training was proving increasingly difficult to a network of more than 430 authorized service depots worldwide as well as customer service vendors, some in locations that are hard to travel to or where staff are located on more than 1000 vessels. With reefers needing regular servicing and often urgent repairs, maintaining specialist knowledge across the network was regarded as a high priority. A solution that was quick and easy to implement was vital.

- *"LMS365 has helped us to deliver training to a wider audience than ever before. It is essential for us and for our customers that we improve the technicians' level of technical knowledge. Having a highly qualified service provider network reduces costs and ensures smooth everyday operations across the world."*

Lauren Andrews,
Service Training and E-Learning Administrator

► Solution

After reviewing several products, different options were presented to senior management. Following the service team's recommendation, LMS365's cloud offering was selected. As well as its comprehensive learning capabilities and its ability to be accessed by external users from multiple organizations, LMS365 met two critical requirements:

- An easy-to-deploy mobile app with a strong user experience.
- The ability to use offline, critical for users in remote locations and on vessels where there is little or no connectivity.

LMS365 did more than just tick these boxes, impressing the team with its ease of use, smart features and seamless Office 365 integration. Andrews, MCI's Service Training and E-Learning Administrator, comments:

"We chose LMS365 because of the integration with the Microsoft tools we use internally, the mobile app and the offline viewing. It's also smart and easy to use. The back end is very easy to navigate."

The implementation of LMS365 proved straightforward, taking only a couple of days to set up before being ready for testing. Following this, the team worked on building up the course material and learning modules. A challenge for the team is that all users are external to MCI; they also do not know who learners are in advance. In order to navigate these challenges, a separate Azure Active Directory (AAD) was set up for identity management. Additionally, a solution was deployed to allow users to self-register to LMS365, submitting a Microsoft Form which then goes through approval workflow. Once approved, users receive a welcome email and automatically flow into the right group on AAD.

- ▶ Today there are over 650 users
- ▶ With over 500 courses completed, the service team are happy with a healthy course completion rate

▶ Results

So far LMS365 has proved highly successful. Today there are over 650 users – with more enrolling each week. To date six learning modules have been created, focusing on technical topics such as parts installation. The modules contain videos, checklists, quizzes and more, making learning engaging and driving confidence among users. With over 500 courses completed, the service team are happy with a healthy course completion rate that continues to grow.

The team are also evolving the use of LMS365. To complement MCI's ongoing program of classroom-based training, one module specifically reinforces the learning for attendees of one of these classroom courses. Another module helps service providers prepare for a new auditing process. LMS365's easy integration with MCI's Office 365-powered digital workplace has also been highly beneficial; LMS365 has been integrated with Power BI to create an attractive, real-time dashboard of key indicators such as course completion rates. Andrews says:

"LMS365 has worked really well for us and for our users. LMS365 supports the specialist knowledge that ensures reefers are rapidly serviced and repaired throughout the world."

► Future

The team are excited about extending the use of LMS365, with plans to ramp up the number of users and the range of learning modules. Additionally, some modules will be translated into Spanish. MCI also plan to leverage LMS365 to streamline registrations for its extensive classroom training program, using the product's seamless integration with the Microsoft stack, in this case integrating with Microsoft Dynamics 365.

► About

Maersk Container Industry (MCI) manufactures refrigerated containers (reefers) that transport frozen and chilled cargo around the world. Maersk Container Industry (MCI) has 2,200 employees worldwide, with approximately 90 located in Denmark. Formed in 1991, it is part of A.P. Moeller - Maersk, a global, integrated transport and logistics company. MCI co-ordinates the servicing and repair of reefers through a global network of external service providers.

QUICK FACTS ◀

MAERSK CONTAINER INDUSTRY

Industry: Manufacturing and logistics

HQ (global): Denmark

Established: 1991

Web: www.mcicontainers.com

▶ LMS365

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

▶ Awards



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