



## > ABOUT

Rising Medical Solutions provides medical cost containment, care management and financial management services to the workers' compensation, auto, liability and group health markets.

Based in Chicago, Illinois and founded in 1999, Rising started as a two-person team in a one-room suburban office. The company today serves clients nationwide with multiple office locations and employees in 13 states.

Rising's mission is "To protect the financial health of healthcare." Since the company was founded, Rising has saved America's healthcare system more than two billion dollars of waste in the form of fraud, inaccuracies and duplicate billings. Those dramatic savings stem from a combination of Rising's proprietary technology and purpose-driven people. Employees embrace the company's upbeat and empowering culture built on seven core values, starting with teamwork and ending with laughter.

## > CHALLENGE

Rising's rapid growth, fast-changing rules, regulations and compliance requirements, complexity of client-specific procedures, and expanding product/service offerings created a number of employee training and development challenges.

In September 2007, with 80 employees, we developed Rising U to house our online training, using a Software as a Service (SAAS) vendor.

The learning management system (LMS) chosen had some great features, but was fairly cumbersome and time consuming. We hired a full-time administrator who was the only person who could create

courses, add/remove users, and perform other LMS administration functions. In July 2009, with 170 employees, we adapted SharePoint for our corporate intranet, CORE. SharePoint adoption was swift and positively received. We started migrating all sorts of documents from the LMS to CORE.

In 2010, our LMS administrator left for a different position. Instead of immediately rehiring someone, we decided to see if there was an LMS on the market that would fully integrate with SharePoint. So we started looking.



## > SOLUTION

As we searched for a SharePoint-based LMS, we quickly discovered our options were limited. We checked out EARNINGFORCE with LMS365 and a few other options.

We were impressed with the features of LMS365 On-Premises, but initially we decided to go with a different vendor that billed itself as less expensive and easier to use in a corporate setting.

In November 2011, we attempted a three-month trial of the other vendor's software. Due to technical difficulties and other delays, the three-month trial dragged on for six months. Unfortunately, during those six trying months we were never able to get the LMS up and running. We were very frustrated by the lack of technical support and unresponsive customer service. In May 2012 we went back to EARNINGFORCE And LMS365 On-Premises.

Within four months, we launched the "New Rising U" based on LMS365 On-Premises. We also installed the Registration and Enrollment Module (REM) which allows employees to auto-enroll in various courses.

EARNINGFORCE Americas worked with us every step of the way to guarantee a smooth transition. LMS365 On-Premises integrates seamlessly with our SharePoint environment. Single sign-on was very important to us, so when our employees are in CORE, they can immediately access courses and other content in our LMS.

## > RESULTS

The transition to LMS365 On-Premises has been smooth and we're very glad we made the switch. It's not only compatible with SharePoint – it is SharePoint, so we're already familiar with the interface. One thing we did to aid the transition was to create a very simple online course to help people become familiar with the features of the SharePoint LMS and navigate around the New Rising U. It showed learners how to move from page to page, see what courses are available,

launch a new course, open related documents, take a short quiz, etc. We transformed about a dozen existing "home-grown" SCORM-based courses from our old LMS to LMS365, sprucing them up a bit using Articulate Storyline. In addition we've added a number of new courses (both online and classroom-based) to Rising U, and we continue to add content on a regular basis.

The beauty of LMS365 On-Premises is that we now have a number of people contributing content. We can create a "quick and dirty" course on the fly. Administering the LMS is no longer anyone's full-time job. Employees can access courses easier and with a better interface, which has helped drive and improve training metrics.

One of our initial concerns with LMS365 On-Premises was that it seemed geared more to an academic environment than a business setting. As it turns out, it works very well for us. We don't use all the "bells and whistles" (like the plagiarism checker), but the level of configuration makes it very flexible to fit our needs.

#### > FACTS



Healthcare Industry



Based in Chicago USA



250 employees nationwide



In production since 2012



[www.risingms.com](http://www.risingms.com)

#### > PROJECT DELIVERED BY

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Cloud | On-Premises

Find out about LMS365, the Learning Management System delivered by ELEARNINGFORCE. 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.

Visit [www.LMS365.com](http://www.LMS365.com) or call 844.775.6787 to schedule a demo