



# Selecting a New Learning and Development Platform

## A Buyer's Guide

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Follow this step-by-step and stage-by-stage guide to selecting and implementing the right LMS or LXP for your business' success.

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## About Learn Amp

**Learn Amp is an all-in-one People Development Platform that grows with your business.**

With Learn Amp, you get all the flexibility of an LXP and all the functionality of an LMS. We believe that the three pillars of the employee experience – learning, engagement, and performance – are intrinsically linked, and should work together to help your business attract, retain, and develop great talent. Together, they drive our mission to make work life, work better.

# Introduction

Investing in a new learning and development platform is a big step for your business and your employees.

With the right software solution, you'll be able to create an [employee experience](#) that attracts, retains and develops great talent—while driving better business performance. But how do you know which is the right software solution for your business?

Whether you choose a Learning Management System (LMS), a Learner Experience Platform (LXP) or a blended learning suite, you'll need to think carefully about what your employees and your business need.

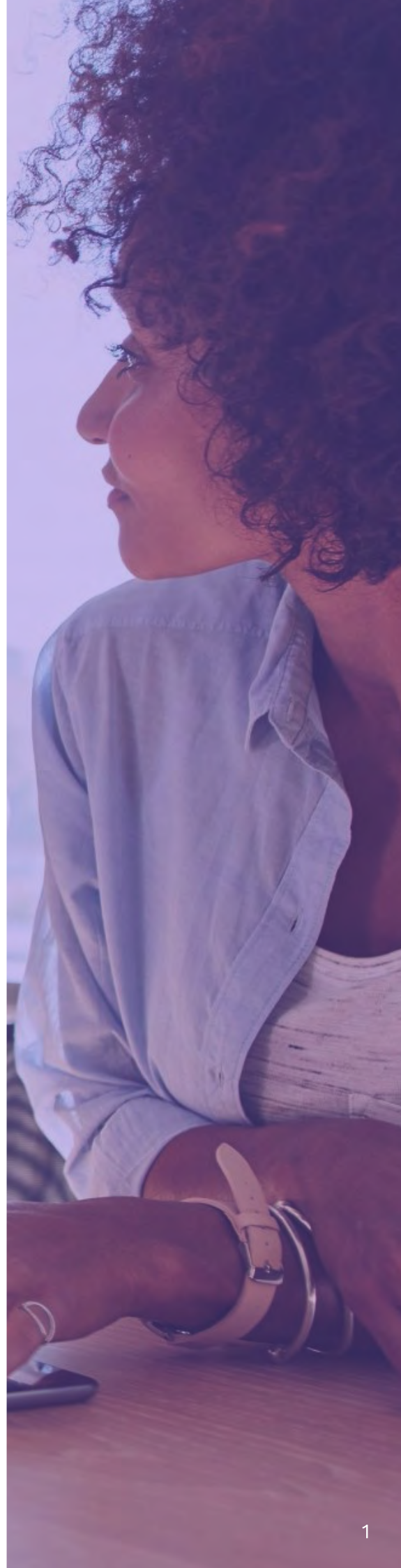
In this white paper, we'll help you assess your existing L&D set-up, identify gaps and decide what kind of solution you're looking for. We'll then help you develop an effective and thorough process for shortlisting vendors and selecting the best for you. Finally, we'll show you how to get the most out of your new platform, with an implementation strategy that maximises engagement and impact for business success.



**Jessica Eggers,**  
Chief People Officer, nbkc bank

"We implemented Learn Amp to centralise all our learning by housing custom learning videos and content, learning events, surveys, and curated articles.

Our goal was to implement a platform that can be accessible to all employees, easy to use and for immediate adoption based on the content and features that Learn Amp has to offer."





# 1. Preparing to buy a learning and development platform

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From LMSs to LXPs, talent suites to learning platforms, the sheer range of learning and development software options can be daunting. To choose the right learning platform for your employees and your business, it's crucial to be prepared.

In this chapter, you'll find our L&D Health Check, which helps determine if it is time to invest in a new platform. We then help you assess your needs, and introduce you to the various options on the market. Finally, we give you a thorough checklist to help you prepare for your selection process.

When you've worked through this chapter, you'll be as clear as you can be about what you want a platform to deliver, before you start to shop around.





## Do you need a new learning platform?

Before you pour time and resources into demoing a whole range of software solutions, it's important to be sure that a new platform is what your company needs. That means knowing what your L&D gaps are and understanding how a learning platform can fill those gaps.

Once you're clear on that, you then must remain laser-focused on your requirements and what you're looking for. You don't want to get drawn off-course by every vendor's enticing sales pitch! But first things first.

### Why use a learning platform?

Learning and development has changed. According to Josh Bersin, the employee experience is now at the core of human resources.<sup>1</sup>

Today's employees actively seek employers to offer meaningful and relevant learning and development options.<sup>2</sup> It's all the more important, then, to offer employees an engaging learning, development and upskilling culture, wherever they're located.

Of course, you don't necessarily need a learning platform to create a great learning culture. Many companies handle their learning through in-person training providers or allow each department to purchase and manage their own learning resources. However, a learning platform can make this all much easier.

With today's more dispersed workforces, a new approach is needed to ensure all your staff get the same access to L&D, wherever they are and however they work.

So, does your company need one? Take the following L&D Health Check to find out.

## Your L&D Health Check

### Do you need a new employee learning and development platform?

Ask yourself these questions:

- Is it difficult for you to create or distribute L&D materials that are tailored to your company objectives and your employees' career goals?  
Yes ☐ No ☐
- Do you struggle to monitor, measure and report on the outputs and impact of your L&D activities? Or does it take you a long time?  
Yes ☐ No ☐
- Are you offering different learning experiences for remote employees and in-office staff?  
Yes ☐ No ☐
- Is employee onboarding inconsistent? Does it take longer than you'd like for new hires to get up to speed?  
Yes ☐ No ☐
- Do you have low engagement with existing L&D tools and options?  
Yes ☐ No ☐
- Are you noticing high levels of employee turnover?  
Yes ☐ No ☐
- Do you find it hard to justify the money and time you invest in your L&D?  
Yes ☐ No ☐

If you answered "yes" to **any** of these questions, it's definitely time to consider a new employee learning and development platform. But what kind of platform is best for you?

## LMS & LXP: Understanding the market

Knowing that you need a learning solution is just the beginning. To avoid getting overwhelmed by analysis paralysis, you need to understand the differences between the types of platforms and what they offer. In particular, there's a lot of debate about which is better for business learning: an LMS or an LXP.

An LMS can be great for L&D teams to disseminate and manage onboarding, compliance training and track training sessions in line with company objectives. However, they're not always built with the learner experience in mind, nor do they encourage a decentralised, grassroots learning experience.

An LXP, on the other hand, allows learners to define and design their own learning pathways according to their needs, and enables social learning. While an LMS delivers a rather top-down, one-way, and individual learning experience, an LXP operates more like an ecosystem of collaborative knowledge and learning.

For forward-thinking businesses, the best solution might be a [combined learning suite](#), that offers the best of both worlds.<sup>3</sup> A learning suite acts as an organic, evolving learning ecosystem, combining governance and flexibility and delivering learning, collaboration, engagement and performance in a single platform.

### Ready for the next step?

So, you've done the Health Check and made the decision to invest in an employee learning and development platform. You know the differences between the various types of platforms. Now, you're ready to [design your selection process](#).

In the following pages you'll find thorough preparation checklist to help you review your existing set-up, decide on the features you need, identify your stakeholders and establish your budget.

## Getting ready: A Checklist

There are many L&D products out there, and vendors will flaunt all the fancy bells and whistles of their products. But only a product that provides the right tools for your business can be the right solution for you. That's why it's crucial to define your specific requirements before looking at what vendors have to offer.

This preparation checklist will show how to review your existing set-up, decide on the features you need, identify your stakeholders, and establish your budget.

Let's get started.

### 1. Audit all the L&D tools and approaches you currently use.

To begin with, define what learning resources you already have, who is responsible for them, what works and what doesn't. Ask yourself these questions:

- What is your primary learning platform or learning resource hub?
- Do you allow managers or departments to purchase their own learning solutions?
- Do employees have a budget for purchasing learning resources?
- Do you have multiple "shadow" learning solutions?
- Gather feedback from staff on how the existing L&D approach is working.

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**"Learn Amp have really thought about how their platform can assist in changing how an organisation learns and performs."** <sup>4</sup>

**David Patterson**  
[LearningLight.com](https://www.learninglight.com)

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## 2. List the problems and gaps in your current learning set-up.

You need to clearly define how and why your existing learning set-up is falling short of delivering the quality [employee experience](#) you need. Ask yourself these questions:

- How up-to-date, accessible and user-friendly are your learning materials?
- How user-friendly is the administration experience?
- Do your employees actively engage with learning resources?
- Can employees collaborate during learning? Do you offer social learning tools?
- Can your L&D team easily create and distribute new learning resources?
- Can others outside of L&D use to support their teams?

## 3. Collect a list of features and requirements.

Having identified the gaps in your L&D systems, you can start to think about the particular tools and features that will fill those specific gaps. Follow these steps to analyse your needs:

- Identify all stakeholders involved in your L&D program (for instance, senior leaders, managers, HR/L&D team, employees).
- Conduct stakeholder interviews to identify key strategic priorities.
- Create and send an employee survey to understand employee learning needs and priorities.
- Combine these results into a single list of must-have features and requirements. At the very least, you want a system that offers:
  - dynamic, engaging and relevant content that appeal to a range of learning styles and interests
  - self-service, searchable resources that employees can find at point of need
  - a user-friendly, consumer-grade, mobile-enabled interface
  - social learning and collaborative capabilities
  - customisable data management and insights
  - integration with your existing HR and workplace technology stack
  - implementation and ongoing maintenance support
  - intuitive administration and automations to save time back to spend on other activities
- Create agile user stories for each feature to articulate how they will provide value for the learners and your L&D teams.





## 4. Engage key stakeholders and decide ownership.

Defining roles at the outset will improve the efficiency of the roll-out and ensure you can drive sustained engagement with the platform.

- Decide who will be responsible for managing your employee learning and development platform
- Ensure your L&D team has the resources to implement and manage the platform. Determine if they share ownership with others across the company.
- Specify who will be responsible for the relationship with your new vendor
- Identify sponsors within each department or team who will promote the use of the new solution; within the team, collect feedback and share it with HR.
- Decide who will be able to create content and run activities across the platform
- Identify who will be responsible for tracking the ROI and success of the platform

## 5. Ensure your selection process is aligned with company priorities.

It's vital that there is clear understanding at all levels on how investing in employee L&D contributes to overall business success. The process of selecting a learning and development platform must address employee needs while also being in line with the company's vision and objectives. Ask yourself the following:

- Do you have buy-in from the top? What strategic priorities do senior leadership have, for L&D and beyond?
- Do you foresee any problems in getting it? Who could support you in shaping the narrative and positioning?
- How will you demonstrate the impact and outcomes of learning on performance and employee satisfaction?

## 6. Establish your budget.

Finally, of course, you need to ensure you can finance your new learning and development platform in the short and the long run and deliver real return on investment. Answer the following questions:

- How much is your budget for the initial purchase?
- How much can you spend on implementation?
- What is your budget for maintenance and support?
- What is the total cost, including employee resourcing and salary?
- Will you have a separate budget for adding additional learning resources?
- Can you borrow from other budgets if the solution produces wider positive impacts?

## Ready for the next step?

Now that you've thoroughly analysed your business' learning and development situation, and you are clear on your current position and your needs, you're one step closer to choosing your new learning and development platform. By following these specific actions and answering these self-analysis questions, you'll be as well prepared as you can be when you start looking at vendors, and best positioned to choose what's best for your business.

In the next chapter, we'll look at how to devise a thorough selection process to whittle down the options on the market to the one that's right for you.



## 2. Selecting the right learning and development platform

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Make no mistake: selecting a learning and development platform is not just about buying software. It's also about starting a partnership that will offer your business the support you need to design and deliver the best learning and development experiences for your employees over the years to come.

In this chapter, we'll help you design a comprehensive selection process to guide you to find the right platform and partner. We'll look at how to approach each stage: researching the market, contacting vendors, trialing products, longlisting and shortlisting the best options, negotiating your contract and signing off on your new learning and development platform.



# The roadmap to your selection process

So you've analysed your existing L&D set-up. You've identified the gaps. You've decided on the types of tools and features you're looking for. Now it's time to find a software partner with a set of sustainable solutions to your address your needs. But how can you be sure to find the right vendor that will actually deliver for you.

Think of your selection process as a roadmap. Each checkpoint along the way is also an exit ramp for those vendors that aren't meeting your requirements. By the time you reach your destination, the aim is that you'll have the one vendor left that is the right fellow traveller for your business and your employees.

## 1. Research the market

- Create an initial list of prospects by:
  - asking for referrals from within your own network
  - looking at the best comparison sites
  - reviewing the rankings from credible systems experts and source
- Do wider research through review sites, forums and industry publications. Evaluate vendors against your criteria. Do they meet your must-haves?<sup>5</sup>
- Draw up a list of 10-15 vendors maximum. Study their websites, product lists and reviews. Do they meet your requirements list? Do they feel like the right kind of partner for your company?

**Top tip:** Avoid time-intensive calls and pitches at this point. Instead, make use of live chats and chatbots to get the information you need. Don't worry – once the vendor has your contact details, you'll be sure to hear from them.

## 2. Longlist vendors to engage directly with

- Get your initial list down to a longlist of 5-8 vendors to engage with directly.
- Decide on initial questions you didn't find answers to in your online research. Use our killer question bank on page 16 so you can ask the right questions the right way.

**Top tip:** Don't just use the same questions for every vendor. Prepare a customised questionnaire and checklist for each vendor, based on your research.

## 3. Request a discovery call

- Complete the vendor's request form with as much detail as you can.
- Describe how you intend to use the platform, both internally and externally.
- Provide your requirements list and ask how well they can meet these.
- Request other key information (ballpark pricing, procurement redlines, implementation procedures) to ensure this is a vendor worth considering.

**Top tip:** Keep a scorecard assessment for each vendor, recording positives and negatives from the conversations.

## 4. Deep dive into product demos

- Based on your scorecard assessments, decide which vendors to request demos with.
- Set up an initial demo to get a flavour for the platform.
- Take note of positives and negatives, and use these to whittle down your longlist.
- Set up further demos, and involve key stakeholders to ensure the platform delivers against all your functional and technical needs.

**Top tip:** Record sessions, so you can refer back to them and to share with others internally.



## 5. Road-test the platform

- Gauge the usability and functionality of the platform from an administration and end-user perspective.
- Gather feedback from test users.
- Compile any questions or follow-ups to address with the vendor.
- Gauge how satisfied you are with the vendor's responses.

**Top tip:** Use our killer question bank on page 16 to make sure you're asking the right questions and covering all the bases.

## 6. Create your final shortlist and really get to know them

- Decide on the top 2-3 vendors you've tested
- Check the [credentials and certifications](#) of your shortlisted vendors
- Contact each vendor and work with them on more refined final commercial proposals. Stay focussed on your requirements. Don't get distracted by bargain offers or shiny functionality that may not suit your needs
- Find out about any additional or hidden costs or fees for training, licensing or maintenance
- Request their legal terms and SLAs to compare against the others

**Top tip:** If you can, find out what their other customers say. For example:

- How long have they been a customer?
- How was their launch experience?
- How effective is the platform in meeting their objectives?
- How good is the customer service and support experience?

## 7. Secure final decision buy-in

- Put together a **cross-organisational selection team** to ensure the relevant voices from HR, Finance, IT and Leadership have input.
- Explain exactly how the platform will deliver **ROI. Keep it simple** and use relevant business metrics to demonstrate impact.
- **Leave them with meaningful takeaways.** For example, illustrate how the platform will drive employee engagement, and how engagement improves performance, profitability and retention<sup>6</sup>.
- **Ask vendors to present,** demo or meet with stakeholders to talk through any outstanding aspects. Vendors are experts in selling themselves, so use them!

**Top tip:** When presenting to stakeholders, use examples from their sphere to illustrate how the platform will address their specific motivations and pain points.



## 8. Negotiate, prepare your contract and sign on the dotted line

- **Inform your chosen vendor** you want to move forward with them
- Decide on **key dates** for the contract, such as implementation kick off, contractual go-live date etc.
- Ask for a **draft contract** that mirrors the final commercial offer and includes the key dates. Have this reviewed by your legal and commercial leads.
- Address any final **procurement, security or technical** concerns.
- Ask your chosen vendor for more detailed information on the implementation process and what you can do to get ahead.
- **Negotiate** where needed. But keep things amicable. Remember: you're hoping to build a relationship here.

**Top tip:** Use this period as a readiness period to get prepared for kicking off your implementation. Once all parties are happy, then sign on the dotted line and start getting excited for implementation!

### Make your learning and development platform work for you

When you're selecting a learning platform that is right for your needs, it's vital that you are in control of the conversation. Whether you're requesting a discovery call, taking a deep dive, our killer question bank on page 16 will help you make sure that you have all the right questions to hand.

Once you've selected a platform and a vendor that will really deliver for your business and your employees, the real journey begins. In the next chapter, we help you get the most from your new learning and development platform.



### 3. Getting the most from your learning and development platform

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You've done your needs assessment and figured out what you're looking for. You've gone through a systematic selection process to find the solution to address those needs. Now, you need a strategic implementation plan and long-term vision for how to use your LMS/LXP, so you and your employees can reap the benefits.

In this chapter, we'll take you through a step-by-step implementation and readiness plan to make the most of your new LMS/LXP and set yourself up for early success. We'll also look at how to engage your employees and build sustained, productive use of the platform. And we'll show you how to evaluate the impact, so you can demonstrate ROI.





## Setting yourself up for success

You know you've got a Learning Management System (LMS) or Learning Experience Platform (LXP) that fits your business priorities and your employee needs. You've secured buy-in from C-suite and initiated a partnership with the vendor. Now it's time to put your plan into action. The groundwork you've done so far can inform your planning here.

It's vital to make your launch a success, to get – and keep – the business on-side. Having secured your buy-in to invest in your LMS/LXP, you want to be able to show its positive impacts straight away. This will make it easier to maintain that commitment and engagement going forward.

There are several significant factors that will determine whether your new solution is a success. For example:

- What are the key features to get started with, to achieve your initial priorities?
- How can you engage the whole business in the launch to ensure ongoing engagement with the LMS/LXP?
- What measurements for success should you put in place to track and demonstrate the impact of the LMS/LXP?

In the following pages, we'll lay out a 3-stage implementation and readiness plan that addresses these factors. This will show you how to:

1. design your implementation strategy
2. focus on areas that drive engagement
3. demonstrate the impact

## Design your implementation strategy

As soon as you've settled on your chosen vendor and LMS/LXP, start preparing to put it in place. With a comprehensive and strategic implementation plan, you'll cover all your bases, anticipate any teething problems and keep everything running smoothly all the way to launch and beyond. Follow these steps:

### Establish your implementation team

- In your pre-planning, you'll have decided who will take ownership of the new LMS/LXP. Include representatives from across the company, including HR, IT and key teams to input and act as champions.
- Decide who will be responsible for what aspects of the roll-out and management of the LMS/LXP.
- Fully lean into the resources and expertise of your new vendor partner to learn as much as you can from them and maximised their support.

### Devise your implementation plan and timeline

- Work with the vendor to decide on key stages of implementation.
- Ensure all dependencies or obstacles have been taken into account.
- Set target dates for each stage and communicate these to the relevant stakeholders.
- Secure resource and timetabling sessions as soon as possible.
- Make sure your projected timeline takes account of any individual, team or company plans, so that you can avoid any disruption.

## Agree a migration plan

- Decide on what learning data and content should be moved over to the LMS/LXP. Only migrate data or content that is necessary, or that will still be useful to your users.
- Ensure that any data that needs to be kept but that is not needed on the LMS/LXP is properly archived.
- Make sure to time the migration efficiently, to avoid disruption to ongoing workflows and the launch.

## Trial the LMS/LXP and set up training

- Get user testing in place and refine before launch. For example, choose employees from each team or department to trial features and report on functionality and any bugs. These should include both learners and administrators.
- Keep stakeholders and employees fully informed about the implementation plan and rollout.
- Schedule communications, demos and training sessions well in advance for maximum involvement and impact.
- Promote these with your teams and emphasise the benefits to their specific needs.
- Avoid presenting training as compulsory, and avoid a one-size-fits-all approach.

## Go live with the new LMS/LXP

- Decide on a roll-out plan. Consider how the launch will happen, either as a phased roll-out or as a full company launch.
- Schedule and promote a launch event and inform all stakeholders of when and how the launch will happen.
- Make it fun, create a buzz and develop a plan that lasts a few weeks, not just the day of launch.

## Assess the effectiveness of the LMS/LXP

- Throughout the implementation process, be sure to document wins and learnings: share what went well, and identify any problems or glitches to solve.
- Set a specific retro period, after which you will undertake an assessment of the process so far.
- Schedule periodic assessments and reports to monitor the effectiveness of the LMS/LXP.
- Once you have launched, move on to think about how to land and expand the LMS/LXP offering.



## Focus areas to drive engagement

It's vital for the success of your new LMS/LXP that users recognise its value—both for their learning and for their roles. Follow these steps to make sure your LMS/LXP becomes a central part of your employee experience.

### Choose the right content

- Curate content that addresses and appeals to all areas of the business.
- Make use of [integrations and plug-ins](#) from specialist learning content providers like Knowbly, Udemy, LinkedIn Learning, and Anders Pink.

### Create learning pathways

- Ensure learners have a clear and logical picture of their journey and can track their progress towards their learning goals. Consider associating courses with CPD/CPE points.

### Focus on the learner experience

- Build a simple, intuitive and attractive UX/UI design that makes content appealing to users and makes the learning experience easy and enjoyable.

### Encourage self-guided learning

- Empower employees to create and curate their own learning, so that it fits in with their own learning and career objectives.
- Enable content authoring tools or video creators, so that [subject matter experts](#) in your staff can create learning content that is relevant to their colleagues.

## Encourage social learning

- Employees will engage more readily if they learn together.<sup>7</sup>
- Enable social learning tools and approaches such as:
  - personal online profiles a la LinkedIn
  - gamification and leader boards
  - content sharing so that employees can direct their colleagues to useful or interesting learning content.

## Recognise achievement

- Acknowledge employees as subject matter experts and encourage peer learning and sharing.
- Use badges or certificates to display learning achievements on the LMS/LXP with.
- Recognise and celebrate applied learning when employees make use of learning in their working practices – especially when this drives improved performance.

## Build the vendor partnership

- Keep the communication with your vendor partner flowing.
- Ascertain their future plans for the LMS/LXP.
- Find out what updates and developments are in the pipeline and how they will improve the UX.





## Demonstrate the impact

Ultimately, you want to be able to show the value and impact of your new LMS/LXP to the company. Follow these steps to illustrate the ROI of your new LMS/LXP:

### Assess solution's effectiveness

- Look back at your original problem assessment and re-assess.
- Make sure you have closed the gaps you identified in your L&D set-up and offering.
- Document how your new LMS/LXP has addressed those pain points.

### Gauge the user experience

- Use pulse surveys or comments to collect feedback from the LMS/LXP users – both learners and administrators.
- Conduct user interviews with a variety of stakeholders to get deeper levels of feedback and ideas for improvements.

### Track performance and productivity

- Schedule one-to-ones with your staff. Alternatively, set up digital check-ins or pulse surveys to track performance and any upward trends since the launch.
- Use your LMS/LXP to generate custom reports and relevant insights on metrics such as content engagement, user performance or even employee satisfaction. Correlate these to the impact of the LMS/LXP.

### Track your employee lifetime value<sup>8</sup>

- [An employee's lifetime value \(ELV\)](#) can be thought of as the net benefit they bring during their time with the company, against the costs of onboarding, training and retaining them.<sup>9</sup>
- Measure the savings in time and money for onboarding and training.
- Track any improvements in employee retention.
- Improvements in these two metrics go a long way to increasing the ELV of your employees.

### The ROI of investing in your employee experience

Being strategic in how you select and implement a new LMS/LXP is key to its success – and to the employee experience you can offer.

No LMS/LXP is a silver bullet. Whatever the features, tools and functions it boasts will only pay off if put to good use. Investing in a new LMS/LXP requires you to be invested in making the best use of it.

Learn Amp offer a best in breed learning and talent development suite with great learner experience, while offering [expert partnership support](#) and demonstrable ROI.



# Appendix: Killer Question Bank

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Whether you're changing providers or choosing a learning and development platform for the first time, you'll want to know [the right questions to ask](#), and the right way to ask those questions.

Use the following question bank to help you ask the best questions to guide the conversation and ask the questions that really matter. Choose questions that are tailored to your needs, and make sure you take note of the answers, so that you can then compare vendors' responses to provide objective comparisons.



# What to ask vendors: A question bank

When asking questions of vendors, **address the particular needs and pain points you've identified**. Be specific about what you need the system to do.

As Craig Weiss of Find An LMS suggests,<sup>10</sup> a good approach to keep you on track is to state your particular need before asking your question. For example: "We need a solution that allows users to connect with each other when learning. What social learning tools does your platform support?"

You also need to consider each vendor separately. The same platform won't suit every business, so the same questions won't be appropriate for every vendor.

For example, if you're speaking to an LMS vendor, you may have questions about how the platform manages assigned learning. With an LXP vendor, maybe you want to know more about content discoverability and search. If you're more interested in a [learning suite that combines elements of both in one place](#), you'll want to know how that blended approach is managed.

Below, you'll find all the questions you need, arranged by topics that cover everything from the user experience to back-end administration, from vendor support to return on investment. Choose whatever questions you want the answers to.

## Look and feel

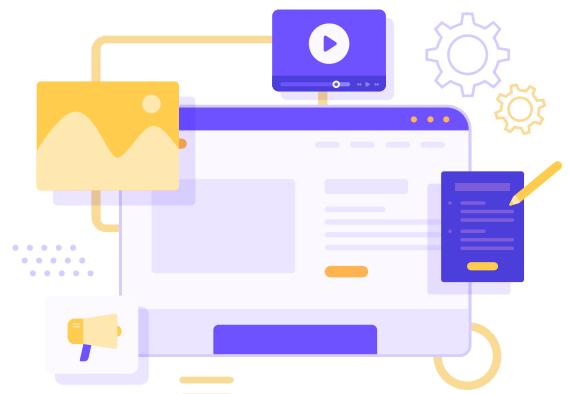
- How much can we customise look and feel?
- How much of our branding can we apply?
- How flexible is the UI/UX? What can we change or modify?
- How often do you update your UX/UI?

## Learning content

- What learning content does your platform include?
- Which content partners do you work with?
- What integrations are available? Can users access learning content from GO1, LinkedIn, Coursera, etc.?
- What formats of content does your platform accept?
- How do these formats cater to a range of learning styles?
- What kind of content can we build in your platform or through integrations you have?
- How easy it is to create, curate and manage content in your platform?
- Can end users create and curate content?

## End user experience

- How does the platform facilitate microlearning and learning in the flow of work?
- Does your platform offer engaging and sequential learning experiences, such as pathways and journeys?
- What form of engagement tools does your platform provide (e.g., communication tools, social learning or gamification elements)?
- What social learning tools (e.g., learner profiles, groups) does the platform have to allow users to connect and collaborate around learning?
- How does your platform facilitate knowledge sharing (e.g., connect users with subject matter experts and user generated content)?
- Is your platform mobile-friendly?



## User engagement

- What tools and methods do you use for driving continual, consistent use of the platform?
- Can users rate and comment on content and learning experiences?
- What analytics does your platform provide for us to track utilisation and learning trends?
- Can we analyse content to discover what learners use most and least?

## Data and metrics

- What data do you capture, and how do you use it?
- Who has access to reporting (e.g., just admins or other roles like managers) and how does access to reporting work?
- What reporting formats do you use?
- Do you have visualised reporting?
- Do you provide insights around trends?
- Can you automate reporting?
- Do you offer real-time reporting?
- Can you export reporting? If so, in what formats (e.g., CSV, API, sFTP etc)
- Can you create custom reports or are they out of the box?

## Link to talent and performance

- How does the platform link learning to performance?
- How can we relate learning to talent development and progression?
- Does your platform help with skill and competency management and reporting?
- How does the platform facilitate talent management, such as appraisals and performance pathways, one-to-ones, etc.?

## Integrations and migration

- What options do you have for user provisioning (e.g., HRIS integration, sFTP, etc.)?
- Do you support SSO? If so, what standards?

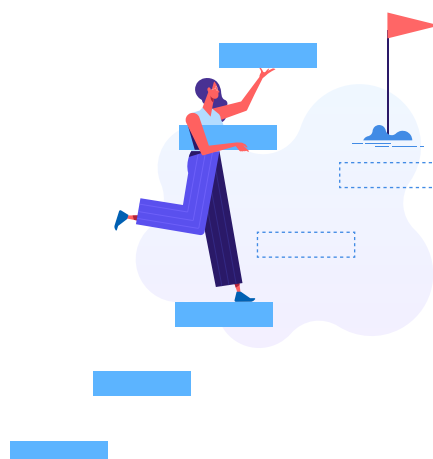
- What integrations are available, and do I have to pay for them?
- How will you help us to migrate content, users and historical records from our existing system/s? And what will this cost us?
- Do you have an API? If so, what type and what will it allow?

## Implementation and support services

- What is your approach to implementation and support? What kind of timeframes do you suggest for set-up and implementation?
- How do you deliver your training and support?
- What does ongoing support look like? Are there additional charges?
- Will we have a dedicated customer service contact?
- How quickly can we expect a response to queries or issues?
- What are your SLAs?
- What resources do you provide for customer self-service?

## Product development and communications

- How often do you release new functionality?
- How are updates and upgrades to the software? How are the contents managed?
- How much notice do you give around updates?
- What is on your roadmap and how do we get updated about it?
- How much does customer/user feedback influence updates, or is it purely trend-based?





## Product management and reliability

- How scalable is the solution and what limitations may we encounter?
- Where will our data be hosted?
- What is your uptime like?
- How do you manage planned maintenance or downtime?
- What are your product SLAs?
- Can we get access to your latest security reports (e.g., SOC2, pen tests, etc.)

## Vendor reputation

- What types and sizes of businesses do you work with?
- Can we contact your customers to find out about their experience?
- What are your retention rates like? Do your clients maintain high engagement and usage of the platform?

## The bottom line

- How do you illustrate that the business value of the platform is delivered?
- How is value for money and ROI quantified, measured and monitored?
- Can you provide case studies that show improved employee engagement, productivity and retention?

### The choice is yours

Once you've got the answers you want to the questions you've asked your shortlisted vendors, you're ready to choose the vendor and the platform that's right. What's more, you can be confident that you're making the best choice for your employees and your business.



# Conclusion

## Make the best L&D choice for your employees — and your company

Get a great employee experience and better business results with the right learning platform.

We hope that, by following this guide, you've formed a precise picture of your L&D. We hope it's enabled you to identify a vendor and L&D platform that ticks all your boxes. And we hope that platform delivers great performance and added value for your business.

For our money, an integrated learning suite that blends impactful LMS features with innovative LXP tools will offer the best to both admins and learners. We developed Learn Amp with this in mind — to be an all-in-one, easy-to-use platform, encompassing learning, engagement and performance development.

With both directed and self-directed learning pathways, combined with social learning tools, Learn Amp actively engages users and encourages knowledge sharing and innovation. At the same time, L&D teams have powerful reporting tools and insights to make learning both relevant and performance-focused.

A platform that enables you to align business objectives with employees' priorities will cultivate a holistic learning culture that drives better performance and results for your business.

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“Learn Amp has matched everything on their roadmap. When they say it's on their roadmap, they actually deliver.”

**Craig Weiss**

CEO, Craig Weiss Group, founder,  
FindAnLMS.com

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# About the Authors

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## About Learn Amp

**Learn Amp** is an all-in-one People Development Platform that grows with your business.

With Learn Amp, you get all the flexibility of an LXP and all the functionality of an LMS. We believe that the three pillars of the employee experience – learning, engagement, and performance – are intrinsically linked, and should work together to help your business attract, retain, and develop great talent. Together, they drive our mission to make work life, work better.



### ANDREW MOSELEY

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Andrew is the Senior Implementation Coach at Learn Amp. He has 10 years' experience working with external customers delivering business-critical solutions, with the last 5 years specifically focusing on SaaS learning solutions.

Previously, Andrew led the development and implementation of a digital-learning solution to over 100 organisations in the health and fitness space. He brings a wealth of knowledge in project management and technical solutioning, which he now utilises to guide Learn Amp's customers to launch the product with maximum adoption and engagement.



### JOE HILL-WILSON

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Joe is the Chief Commercial Officer at Learn Amp. He has spent the last 14 years helping global scale-ups in people and organizational development.

As previous Head of L&D for for a global services business, Joe is experienced in building a learning and development culture from the ground up. Working on 4 continents as a partner in consultancy, he has developed a deep interest in how culture, ways of working and technology drive performance.

He has also been a judge for the UK Customer Experience Awards and regularly writes and speaks about the link between customer experience and employee experience.

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## Give your employees a platform to succeed

Learning, employee engagement and performance management all in one, to develop happy, engaged and performing employees

[Request a demo](#)



**Making work life, work better**

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Want to transform your business into the type  
of business that everyone wants to work for?

**Request a demo on our website**

**[www.learnamp.com](http://www.learnamp.com)**