

IMEDX CREATES CUSTOMIZED REPORTING AND USER INSIGHTS WITH TOTARA

AT-A-GLANCE

CUSTOMER'S BUSINESS:
Medical transcription and
coding services

OPPORTUNITY: iMedX was spending
hundreds of man-hours each year
monitoring exam completions and
struggling with reporting.

SOLUTION: Totara LMS and
Lambda Support

RESULTS: Time savings of
hundreds of hours, improved
training and business outcomes,
better user experience, deeper
reporting insights.



ABOUT IMEDX

iMedX is an integrated medical document management and health information solutions company based in Atlanta, Georgia. As a 5000-person company that serves medical professionals around the globe, iMedX provides medical transcription and coding services, consulting, training, and data analytics.

iMedX 5000-PERSON
COMPANY

CODING SERVICES
MEDICAL TRANSCRIPTION
DATA ANALYTICS
CONSULTING &
TRAINING



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RACHEL JORGENSEN
iMedX Coding Support Manager

THE CHALLENGE

iMedX had built their own basic online learning platform, but they weren't getting what they needed out of it. The system required a tremendous amount of hands-on management and continual maintenance. iMedX spent hundreds of man-hours each year monitoring exam completions, hand-generating certifications, and struggling with reporting.

Neither the trainers nor the users were able to review question-level details. Users couldn't see which questions were answered incorrectly, or what the correct answers were. "One of our biggest concerns with the online learning at that time was when we had a user take a quiz or an exam; we wanted them to be able to see question-level details," said Rachel Jorgensen, iMedX Coding Support Manager. "We didn't just want them to see a score at the end, we wanted them to see the correct answers for every question."

THE SOLUTION

iMedX needed a SCORM-compliant solution that would eliminate wasted time, provide highly customizable reporting options, and expert support. They compared several options—Lambda's support and Totara's flexible reporting stood out from the crowd.

Totara's reporting capabilities provided the question-level details iMedX had been struggling to access. Now users and trainers can easily review each question, and users can see all the correct answers. "Being able to do that in Totara was one of our biggest achievements—giving that level of detail," Rachel said. "Not only are the learners getting more out of their training, but the education team can now know which questions may have something wrong with them." Totara's reports also make it easy to see how long each user is spending on a course, which has created opportunities for intervention and troubleshooting.

Rachel says the Lambda Support Team made implementation smooth and easy. iMedX was using some third-party plugins that created issues, but Lambda support identified the problem and helped iMedX to resolve them quickly. "The experience with the support team has been amazing," she said. "I never had to sit and wait on them. Usually the Lambda support team was waiting to hear back from me! I really appreciate that."

THE RESULTS



Greater ROI

Totara saves about 800 hours per year on webinar exams. Previously, Rachel manually administered each exam by email, created certificates, and sent them out. Totara makes it possible to automate every aspect of the exam.



Deeper reporting insights

Totara's customizations enabled administrators and users to view question-level data that had been completely inaccessible before. Reports shed greater light on learner activity and performance.



Improved business results

Totara's reporting enables trainees to learn from their mistakes, while trainers can view performance data and time spent on courses to improve exams and course design. iMedX employees benefit from continual improvement, better instruction, and a more successful certification process.



Better user experience

Trainers and administrators are enjoying Totara's automation and flexibility. iMedX can easily make their own customizations without relying on an outside support team. Trainees benefit from self-registration, easy navigation, and post-examination learning.



Unparalleled support

iMedX had been disappointed with the support they received from other vendors, and Rachel cited quality of support as a deciding factor in choosing Lambda. "Your support is very timely," she said. "If your team doesn't have an answer, they are very good about doing everything they can to get it."

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RACHEL JORGENSEN | iMedX Coding Support Manager



ABOUT LAMBDA SOLUTIONS

As an LMS solutions provider, Lambda Solutions manages, hosts and supports some of the world's largest Learning Management Systems, helping to deliver online learning and training for over one million users. We're different because we're data-driven—we built Zoola Analytics to extend and enhance the reporting capabilities Moodle and Totara LMS. With access to all learning data, you can drag-and-drop to create reports on any aspect of learner and course activity—in minutes. Lambda Solutions also provides LMS training and certification, set-up/configuration, data migration and integration, and development services.

Contact our team

We want to talk to you if you're looking for reliable Moodle or Totara hosting and support, if you need customization and consulting for your existing system or, if you need a solution with robust reporting capabilities for your LMS. Our solutions combine a choice of robust hosting platforms, seamless integration with your enterprise applications and friendly, easy to access support.

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