

FLUIDIGM EXCEEDS BUSINESS GOALS WITH ZOOLA ANALYTICS



AT-A-GLANCE

CUSTOMER'S BUSINESS:
Design and Manufacturing
Technology

OPPORTUNITY: A streamlined
method for documenting employee
training

SOLUTION: A reporting and
analytics platform for tracking and
analyzing training data

RESULTS: A better understanding of
training effectiveness and employee
performance



ABOUT FLUIDIGM

Fluidigm is a public company engaged in the design, manufacture, and sale of life science tools and innovative biological research equipment based on integrated fluidic circuit technology.

Fluidigm Before Zoola Analytics

Prior to their partnership with Lambda Solutions, Fluidigm was employing a self-managed method of documenting employee training. Using a few different platforms, including Excel and Salesforce, to keep track of their training was unorganized, difficult to maintain, and time consuming. The managers who were responsible for training were spending a majority of their work time administering, managing, and tracking training. Without a single platform to provide a streamlined method of tracking training, there was no way to truly understand the impact training was having on performance, and the business results training was helping produce. When they moved into a regulated market space and needed to maintain compliance with full audit capability for training, they knew it was time to find a new solution.



Fluidigm After Zoola Analytics

Fluidigm has been using Zoola for a very short time, and the benefits they have received are already significant. “Even though our reporting in Zoola is in the early stages, the ability to meet our goals is exceeding our expectations,” states Steven Lott, Fluidigm’s Director of Clinical Education. “Already, we are seeing a growing enthusiasm for our ability to streamline and benchmark training that can be applied equally across all groups.”

The KPI’s that Zoola allows Fluidigm to measure have allowed them to successfully meet their organizational goals. With the wholeness of reports Zoola generates, Fluidigm were able to meet all their documentation requirements. Fluidigm also credits Zoola for the enthusiasm that led to plans to centralize their training programs - they are so happy with Zoola’s reporting capabilities that they have active plans to move all of their training and compliance programs over to Zoola.

The ability to manipulate data to custom create reports allowed Fluidigm to create more user friendly reports. Additionally, Zoola has made trainers excited about what they do, because with detailed reports and analytics, individuals can see the impact they are making on learners/employees, and on the business in the long run.

Furthermore, Zoola’s user-friendly interface made it easy for Fluidigm’s team to get on board. Zoola’s software has extensive online documentation, training videos and example use cases to get users up and running quickly. “The considerable enthusiasm among various training groups has been overwhelming - that in itself has been a huge accomplishment.”

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SPECIFICALLY, ZOOLA ALLOWED FLUIDIGM TO:

- Extract any data from their production servers to build a report.
- Build reports that allow them to both assess completion statuses, and facilitate queries related to how activities are being utilized.
- See how many times employees viewed resources, which was indicative of how well they understood the material, as well as the effectiveness of how the material was presented.
- Better track and quantitate how information within courses was being viewed. Lott maintained that this has been especially helpful, as it allows him insight into how understandable and useable specific resources are.



“ The ability to manipulate data in Zoola to achieve more user friendly reports has proven to be one of its most exciting features. ”

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, or if you need customization and consulting for your existing system. 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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