

NEIL SQUIRE SOCIETY

AT-A-GLANCE

CUSTOMER'S BUSINESS:

National not-for-profit organization, helping Canadians with physical disabilities be independent and enter the workplace.

PROBLEM: This national organization needed to improve accessibility and cost-effectiveness for users of its services, including for those in rural and Aboriginal communities. Implementing the Moodle LMS would help, but the organization did not have the internal IT resources to host and support the switch to eLearning.

SOLUTION: Moodle implementation, LMS training, expert support and managed hosting.

RESULTS: Neil Squire cost-effectively increased the reach of its education and training services from several hundred clients near their branches to over 1,500 clients nationwide.



Neil Squire just doesn't have the bandwidth to deal with managing and hosting our Moodle LMS. We don't want to deal with server specs. Thanks to Lambda Solutions, we can focus on improving accessibility and ensuring a great user experience.

- Neil Squire Society Director of Development Chad Leaman

Neil Squire needed an official Moodle Partner who could implement, host and support an online learning management system, then train their people to use it. Moodle had the potential to help them provide life skills and workplace training for people with disabilities all across Canada.

ABOUT NEIL SQUIRE SOCIETY

The Neil Squire Society is a national not-for-profit organization in Canada that helps Canadians with physical disabilities through the use of computer-based assistive technologies, research and development, and various employment programs.

CHALLENGE

The Neil Squire Society's mission was to improve access for people with disabilities into society and the workforce. Ironically, unless their users happened to live close to one of their five branch offices, they faced issues in accessing the organization's training services,

"Around 2011, we realized it could be more efficient and cost effective to deliver a lot of our training materials online to reach everyone who needed our services," says Neil Squire's Director of Development Chad Leaman. "We were sending out thick binders full of paper to our clients, spending thousands of dollars on printing and distribution, not to mention the time it was taking our staffer to collate the material. We were also delivering tutorials through classroom instruction that could only reach people who happened to live near our offices - which meant that people living in rural areas, Aboriginal communities, and many urban areas just couldn't access our services."

The organization was eager to move to an eLearning model with the Moodle Learning Management System but did not have the in-house resources to implement, host or support the LMS.

EVALUATION PROCESS

Neil Squire almost immediately narrowed their search to official Moodle Partners to ensure their service provider would have the right kind of expertise. They focused only on Canadian-based organizations to ensure there would be no conflict with Canadian privacy regulations. "Those two conditions narrowed the field considerably," Leaman says. "When we met with Lambda Solutions, they were very good at answering our questions and also very supportive of our non-profit organization's mission."

SOLUTION

The Neil Squire Society hired Lambda Solutions to develop their Moodle LMS. Lambda also provided training so that administrators, volunteers and clients could effectively use the system. Lambda Solutions continues to provide managed hosting and support for the organization.

RESULTS

Reaching a National Target User Base. With Lambda Solutions providing reliable hosting and support, Neil Squire Society now reaches 1,500 users from coast to coast, doubling their capacity and massively boosting their ability to reach their organization's mission.

Cost-effective eTraining Programs. The Neil Squire Society can offer custom training tutorials for volunteers while saving at least \$1,000 per user compared with their old model.

24/7 access for users to Neil Squire's training tutorials. Lambda Solutions' responsive support and reliable managed hosting means people with disabilities can access Neil Squire's training materials at their convenience. Instead of reaching just 10-25 users at a time, Neil Squire's robust LMS can service their entire client base simultaneously online.

ABOUT LAMBDA SOLUTIONS

Exceptional support has made Lambda Solutions a leader in Moodle Managed Hosting and Professional Services. We believe that support is a critical component to any successful implementation and use of any technology. Since 2002, we have helped many organizations deliver great eLearning experiences. We combine offerings in managed hosting, application support services, development and integration expertise, as well as training to customers in Education, Corporate Training, Healthcare and Government. Lambda Solutions is an official partner of Moodle, the world's leading Open Source Learning Management System.

Want to see us in action? Come join us for an upcoming webinar.

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