

TRAINING DIVISION

AT-A-GLANCE

CUSTOMER'S BUSINESS:

Online training for first responders, firefighters, and EMT.

PROBLEM: Training Division recognized the huge business opportunity of being the first to offer training online. However, the company lacked expertise in developing, hosting, and supporting a Learning Management System to make their business goal a reality.

SOLUTION: Moodle implementation, eLearning content migration, expert support and managed hosting.

RESULTS: Lambda Solutions helped this training company become a profitable leader in its field, graduating 45,000+ emergency personnel who are helping keep communities safe.



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- Training Division CEO Mick Moffitt

Training Division needed Moodle experts who could develop, implement, host and support their online learning management system, so the firm could realize its business potential: providing cutting-edge, online training to firefighters and EMT workers.

ABOUT TRAINING DIVISION

Training Division is an emergency services training company that prepares firefighters, fire recruits, and Emergency Medical Service personnel for work in communities throughout North America.

CHALLENGE

With increases to tuition and waiting lists of up to two years, Training Division was looking for a way to provide more cost-effective training at faster and more frequent intervals. This would give Training Division an advantage in a competitive marketplace. By offering a new blended approach to firefighter and first responder (EMT) training, Training Division increased their output while drastically reducing the time and cost of training.

"This business was developed by firefighters for firefighters, so we understand the needs of the market," says Training Division CEO Mick Moffitt. "However, we didn't have the in-house technical background to be able to implement an eLearning solution. At first we tried building our business in partnership with colleges. We achieved enough success based on the scores and performance of graduates to prove the business concept was viable, but that just incentivized the schools to build out this training platform on their own. At one point, we had just 90 days to migrate our online training content program off their servers – so we had to find the right LMS for us and the experts who could implement, host and support the infrastructure."

EVALUATION PROCESS

Through an intensive period of market research, Training Division's team realized that the user-friendly and popular Moodle LMS would best meet their needs. In 2012, they contacted a number of firms known for their expertise with Moodle. "Lambda Solutions was high on our list right from the start," Moffitt says. "Also, they reassured us they could make our plan happen, meet our budget, and work with our deadlines – and we had to have our system in place very quickly."

SOLUTION

Training Division first contracted Lambda Solutions to develop and customize its Moodle LMS theme and migrate training content from the college's servers to a managed hosting solution. "It took about two months of working with our IT department, creating the learning site, providing the template of how it would look and function, then ultimately migrating the content over," Moffitt says. "There is absolutely no way we could have done it with just our own IT people who are already handling our core IT needs, as well as our business website. Lambda takes care of the Moodle LMS that powers our business." Lambda continues to provide reliable hosting and responsive expert support.

RESULTS

Competitive business advantage. Training Division offers certified training (online and in-person) for just \$2,500 in tuition, compared with \$10,000-\$15,000 for traditional programs.

Sustainable profit. Training Division efficiently trains 4,000 students per year with an expedited blended learning program. Traditional training programs struggle to process far fewer graduates, while antagonizing their customer base with years-long waiting lists.

Providing high quality training. Training Division often exceeds standards of emergency response organizations hiring new recruits. Using instantly updated training materials and innovative mobile learning processes – such as identifying hazards instantly with tablet computers – Training Division graduates students after just 10-12 weeks in a virtual classroom plus a 2-week physical "boot camp" training program.

Helping communities nationwide. 40,000+ highly-trained graduates able to save lives as firefighters and emergency responders across North America.

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.

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