Prominent New York Law Firm finds the grass isn't always greener.

Overview

A prominent New York law firm was persuaded by a competitor to leave UniversitySite and try another learning management system (LMS) because they were attracted to learning content bundled with the LMS.

According to leadership at the firm, the competitor fell flat on their promises. What they delivered turned out to be a white-labeled LMS that lacked many of the essential capabilities provided by UniversitySite. A few months after launching the new platform, it became clear that the competitor had overpromised and under-delivered.

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⚠️ Problem

In addition, the new system caused a large number of pain points. Unfortunately, this left the firm with a learning technology deficit resulting in regrets about leaving UniversitySite.

❗ Pain Points of the Competitor

- Implementation difficult
- Time listed in military time
- No Integration with Outlook - had to use .ics files
- Recurring events had to be entered individually
- Staff could not have multiple roles within the system
- Course names truncated on the calendar
- Sessions did not appear in chronological order on the calendar
- Sessions did not remain on the calendar once complete
- Notifications for upcoming classes were not available
- Reports difficult to navigate

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We're happy to report that the grass is green again. The firm is thrilled to have an LMS that meets their needs, provides a customizable user experience, delivers targeted content, and offers senior-level executives comprehensive reports.

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Solution

Return to UniversitySite

In less than one year, the firm decided to move back to UniversitySite.

UniversitySite DELIVERS:

- The UniversitySite implementation process is painless
- UniversitySite is excellent at timezone representation; events and courses appear in the timezone representing the user's geographic location
- UniversitySite works seamlessly with Outlook and Outlook's calendar
- UniversitySite allows instructors to create recurring events
- UniversitySite allows staff to be assigned multiple roles within the system
- Automatic reminders are sent out for upcoming events
- UniversitySite's reports are extensive and customizable
- UniversitySite provides extensive customization opportunities

The firm reported that UniversitySite's implementation process went very smoothly compared to what they experienced with the other provider. They said UniversitySite provides detailed reporting features that are intuitive, easy to use, and can easily be shared with managers and partners. In addition, they had good things to say about our customer service, saying customer service is terrific, and the Profiscience staff have in-depth product knowledge and provide a personal touch.