9 BIGGEST LMS SOFTWARE CHALLENGES AND HOW TO AVOID THEM
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OVERVIEW

In a recent report from Software Advice, a number of corporate LMS users were surveyed to compile findings on a variety of user trends from the past year including the impact LMS software has employee training, top training methodologies, and more.

However, we'll be focusing on the top challenges these users experienced with their LMS software plus provide tips on how to avoid them.
BIGGEST LMS SOFTWARE CHALLENGES

Each LMS will have its particular challenges depending on the training needs of its users. Some may lack a robust feature set but are more likely to be simple-to-use whereas feature-rich LMS products may require more training, etc.

Per the Software Advice report, the nine biggest challenges (ranked by severity) with LMS software are as follows:
1. DIFFICULTY LEARNING THE SYSTEM

The biggest challenge the surveyed users experienced related to how difficult it was to learn the system. This may include navigating the system, utilizing functionality, etc. In order to avoid choosing a system that causes you and your users these headaches, there are two major things you’ll want to do before signing on the dotted line.

One: demo and sandbox! Make sure you are seeing at least one or more demos of the system. Do a generic demo and then a variety of use cases to make sure the system can do exactly what you intend to use it for. Also ask for a sandbox so you can go in and see for yourself how user-friendly (or not) the system is.

Two: ask about support. Find out what kinds of support the system vendor provides. Are there only training manuals available? Is support only offered via email with a 2-3 day reply timeframe? Make sure there’s sufficient and timely person-to-person support as well as training/support documents to cover all bases.

2. TECHNICAL ISSUES

Technical issues are a problem most will experience at least once with their system. However, some can be more severe. Frequent bugs or glitches are a huge red flag. Expect that most systems will have anywhere from 200-300 bugs at any one time, though some – like eSSential – boast a lot fewer.

Remember to ask about these kinds of technical issues and how quickly they’re fixed. If you plan on speaking to references, be sure to bring up this question and ask for honest answers.
3. INTEGRATION WITH OTHER SYSTEMS

The challenge with the highest major/moderate rating (at 25%) was the inability to integrate with other systems. Some companies choose to use an LMS in conjunction with an HRIS system or other third-party applications like a web conferencing or survey software.

Ask about any integrations you'll need up front and request to speak with current clients who use the same integrations to see how well they work with the LMS. You can't always plan for future integrations, but a system provider who is more likely to work with you on new integrations is your best bet.

4. LACK OF CUSTOMIZATION

There are systems on the market that lack the ability to customize or configure many of the options within the LMS. Others require complete customizations (read: you have to spend money for them) in order for the system to look/function the way you need it to. Understandably, this is a huge challenge for system users.

Look for a highly configurable system that requires little to no customization. These types of LMSs will allow you to easily change the look and feel of the system, turn certain functions on/off with the click of a mouse, and more.

Know that LMS needs which are specific to your organization may require some customization. In general, though, a highly configurable system should work well.
5. DIFFICULTY WITH SCALING

Businesses, much like systems and software, are forever changing. Don’t be so focused on what you need the system to do now that you forget to account for any future needs you may have.

That being said, one of the most common scaling issues happens when a first-time LMS buyer outgrows their initial LMS. Normally, they will have chosen a smaller and less robust system that fit their needs at the time of purchase but may need to upgrade to a more robust and configurable system when those training needs grow and advance. If you know you’ll eventually need ecommerce capabilities then be sure to choose an LMS can satisfy that need even if you don’t take advantage of it from the get-go.

6. LACK OF FUNCTIONALITY

One of the biggest challenges we hear from prospective clients is about the lack of functionality in certain systems.

The best defense against this challenge is to create various use cases that the system vendor will demonstrate for you. Make sure to include things like pre- and post-training surveys and evaluations, being able to designate which courses show for particular user groups, any ecommerce or continuing education needs, etc.

Think of the different ways the system needs to work and can make your training initiatives easier, then pick a system based on those needs and wants.
7. SLOWED USER PRODUCTIVITY

This challenge is obviously concerning as an LMS should help increase your users' productivity. This type of challenge is caused by a number of things such as a clunky user interface, poor user experience, long load times, login issues, etc.

There are a few things you can do to ensure your users don’t encounter this reduced productivity: **speak with references, make sure technical requirements are established up front, and consider getting user feedback during your sandbox trial.**

8. LOW USER ADOPTION

This could happen for many reasons.

**One: poor user interface and/or user experience.** If a system is too difficult to navigate or doesn’t inspire your users to utilize it, you may not see the kind of adoption you had hoped for. Modern and clean user interfaces that are intuitive to users will help increase user adoption.

**Two: not enough excitement and backing from the top of the organization down.** Set the stage from the beginning and get all levels of a company involved. After all, why would your users see the benefit in using the system if upper management doesn’t?

**Three: no advanced notice.** Make sure you start to build the excitement about the new system before you make it available to your users. Tout the benefits, offer incentives for completing training, gamify the process, etc. Essentially, let users know what’s in it for them.

9. SECURITY/PRIVACY ISSUES

While only 32% of survey respondents saw this as a challenge, to some organizations this is one of the biggest factors to consider for their learning management system.

If you have specific security or privacy needs then it has to be a big part of your conversation with the system provider. **These types of discussions may lead to important topics like cloud vs. on-premise hosting.**
CONCLUSION

Hopefully bringing these common challenges to your attention can help you better prepare and avoid them altogether.

Our best tip is to consider a variety of scenarios, needs and wants in order to compile a list of what the system must do so that it can help you achieve your training goals.
AWARD-WINNING LMS SOLUTION

Each advancement we make to the eSSential LMS is to ensure our client-partners can achieve their training and development objectives now and in the future. The eSSential LMS is recognized as a top learning management system year after year because of our commitment to continuous improvement and customer support.

We’re honored to be recognized by some of the most renowned analysts and organizations in the eLearning industry, but we’re most proud of the recognition we receive from our client-partners!

Brandon Hall – Silver Award Best Advance in Learning Management Technology for Compliance Training (2017)

Talented Learning – Best All-Purpose Extended Enterprise LMS, Top 3 Continuing Ed LMS, Top 3 Compliance LMS (2017); Best All-Purpose Extended Enterprise LMS, Top 2 Continuing Ed LMS, Top 3 Compliance LMS (2016); Top 3 Continuing Ed LMS, Top 10 Channel LMS, Top 10 Customer LMS, Top 10 Compliance LMS (2015)

The Craig Weiss Group (formerly Elearning 24/7) – #1 LMS (2018 & 2017); Top 3 LMS (2016); Top 3 LMS, Top 2 Extended Enterprise LMS, & Top 5 NextGen LMS (2015); Top 5 LMS (2014)

CODiE – Best Corporate / Enterprise Learning Solution Finalist (2017)


Bloomin’ Brands – Purveyor of the Year (2009 & 2010)

AND MANY MORE!
ABOUT ELOGIC LEARNING

eLogic Learning is an award-winning industry leader in learning management systems, custom course content and learning strategy development. Founded in 2001, eLogic provides personalized solutions to each of its client partners to help their learning and development efforts succeed.

WHY WE’RE DIFFERENT

eLogic also puts a strong emphasis on its partnership approach. We believe clients shouldn’t be treated as just an income source or numbers on a spreadsheet but as partners who can trust us to keep their best interests in mind and help them succeed.

Now, we’ve noticed a lot of other vendors throwing around the words “partner” and “partnership” lately too, but that really isn’t enough, is it? For us, it goes beyond just words. We’re here to make sure we deliver on our promise to help our client-partners increase productivity, mitigate risk and generate revenue and/or see a return on their investment.

WE GIVE BACK

We are committed to devoting our time, resources and efforts to benefit the world around us. That’s why with each new client or sale, we celebrate our success by having our employees select a charity where we donate a portion of the proceeds. It’s our way of saying thanks and giving back.

LEARN MORE

You can learn more about eLogic Learning, eSSential LMS, or even schedule a free live demo by clicking the buttons below: