



CASE STUDY

50,000 police trained with Centric LMS

 **Premier IT**
Part of VitalHub



Introduction

Recently, Premier IT's Centric training management system took centre stage in a large-scale training initiative being rolled out organisation-wide to a UK police force.

This project aimed to train 50,000 users in 30 different learner journeys, each consisting of up to 40 modules over the course of two years. This was an ambitious, high profile training project, and, as it moved forward, so did the Centric platform to cater for its large-scale requirements.

Ensuring a successful LMS implementation

Despite the comprehensiveness of Centric LMS as a training management system platform, Premier IT was keen to apply additional improvements to the system to manage the scale and breadth of users, as well as the extent of usage anticipated. Some of the enhancements implemented in response to this project are listed on the next page. With the launch of this successful project, Premier IT has not only exceeded the ambitious requirements of the remit, but also empowered the various elements of our SAAS model platform for our current and future client set.



CHALLENGES

The police force's stringent requirements

Accessibility

The police force required that the system be fully accessible in line with WCAG 2.1 standards. The Centric system was built for WCAG compliance, but underwent rigorous external testing by external auditors to make sure it followed all the guidelines. Centric proved itself to be a learning tool suitable for all learners, and, when paired with our e-Learning, it can be a truly powerful driver for change in any organisation.

Environment

To cater for the force's high levels of usage, the system was meticulously tested for a concurrent user impact of 2000 users. The status of the system was thoroughly checked with 2000 simulated users all logged on and performing actions at the same time. Centric LMS is able to manage these high levels of usage with no discernible reduction of service because our server environment auto scales to deal with increases and decreases in usage, which ensured that this high-level stress test was passed without issue.

Security

Premier IT already held ISO27001 and Cyber Essentials accreditations, but as can be expected for a project of this size and importance, the police force took our product through exceptionally stringent security testing. This included months of indepth discussions, culminating in a three-day penetration test, consisting of attacks from outside and inside our environment. Centric passed this with flying colours, eradicating any threats or concerns of any vulnerability.

Interoperability

This project required Centric to send and receive information about users with other police platforms through multiple integration points. The Centric system has standard out-of-the-box ways to do this, accepting data via SFTP automated import or providing data from our comprehensive LRS through our endpoint from which our clients can query for any training data they wish. In addition to this, the police force required custom xAPI statements to be built and then stored within the LRS, including their unique identifiers. Premier IT fulfilled this request allowing the client to work with precision in their ongoing querying of the LRS data.

Automation

With data flowing in from multiple sources and information being pulled from our LRS, automation was a crucial part of this project. With such a high volume of users to train, the police force relied upon Centric LMS to automatically assign users to their courses based on their attributes. As soon as users were set up within the force's HR system, Centric could register them, assign them to a course that was tailored for their position within the organisation, automatically email them to make sure they knew how to access the system, and then take them directly to the course that required their attention.



Why did the police force choose Premier IT?

Premier IT provides a robust, secure, and flexible SAAS model training management product. This enables us to truly work with our clients to deliver what is required.

Working alongside our sister company, escalla (who specialise in Managing Learning and Development in Digital Transformation), Premier IT's Centric product was able to manage all elements of end user training for the organisation efficiently and to an excellent standard.

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The Results

Achievements since
July 2022 launch:

1,048,576
module
enrolments

911,601
module
completions

59,000
users automatically
imported to the
Centric LMS

98,000
course
enrolments

67,000
course
completions

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Would you like to know more about Centric LMS?
Interested in the full suite of products we offer?

Email marketing@premierit.com
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Job Planning

Learning
Management

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