

OUTSTART



OutStart LCMS Registers eLearning Success with Kadaster™

Kadaster, also known as the Dutch National Mapping and Cadaster Agency, has been collating, registering and sharing information about properties in the Netherlands since 1832. With a wealth of information at its fingertips and new channels of communications such as the internet, Kadaster is continually increasing accessibility and availability of its data to the public and professional clients. So, when Kadaster wanted to improve and update the way it trained its 2,600 staff in line with its service improvements, it turned to OutStart LCMS.

THE CHALLENGE

With service and organizational changes ahead and a workforce with a mean average age of 50, Kadaster realized that effective training would be critical to success. Kadaster planned to introduce two new internet services, one for notaries to register properties online, and one for terrestrial information.

“Traditionally, staff had been given trainer-led classroom sessions,” said Mariette Kroeze, Kadaster’s senior advisor for human development. “But we knew that a blended learning solution was the best way forward.”

THE SOLUTION

Working with consultants, Bright Alley, Kadaster looked at five possible partners to work with, settling quickly on OutStart and its OutStart LCMS to create the self-learning content for the program themselves.

“OutStart LCMS was selected because it could do all the things we wanted and more,” said Mariette. “We were able to secure a flexible, uniform, just in time learning solution that

would meet our needs today and in the future and it was all within budget.

The solution was also very practical for us, allowing easy interaction with our systems such as SAP and the intranet. Combine this with the opportunity to transfer Kadaster’s specialist knowledge into the centralized LCMS and you have a winning formula.”

Working hand-in-hand with OutStart, Bright Alley created the first training templates and two elearning training courses for the new services. Select Kadaster employees were then trained in under two-days to use the OutStart LCMS system to create their own elearning courses and materials. The Kadaster content development team, with some ongoing OutStart coaching, is now able to work together across the organization to storyboard and develop new elearning courses using OutStart LCMS’s collaborative authoring and management facilities. Once piloted, the training modules are made available via the Kadaster intranet for staff use.

INDUSTRY Government

RESULTS

- more than 1200 staff have used the system to learn or retrain
- improved ability to track learning levels and set objectives
- decreased costs for traveling and organizing training

“Traditionally, staff had been given trainer-led classroom sessions. But we knew that a blended learning solution was the best way forward.”

Mariette Kroeze, Senior Advisor for Human Development

OutStart OutStart LCMS Registers eLearning Success with Kadaster™



THE RESULT

To date more than 1,200 staff have used the system to learn or retrain.

"Kadaster now has an effective and continuous learning system in place delivering more consistent and better quality training for our staff," said Mariette. "We are now in a much better position to measure knowledge levels and offer clear learning objectives for staff. At the same time, less time and money is spent on the expenses of traveling and organizing training, which can be carried out far more effectively and efficiently using OutStart LCMS."

Kadaster is already planning on extending its ranges of elearning modules. The next stage is to develop training courses for all primary processes within the business, link knowledge to competency profiles and to extend the learning capability for staff to their homes. "Using OutStart LCMS, elearning has been made available as a rich source of uniform information to every employee," said Mariette. "Learning can now take place at all times and places in the organization."

"We are now in a much better position to measure knowledge levels and offer clear learning objectives for staff."

ABOUT OUTSTART

At OutStart, we're out to solve a big problem.

Most organizations possess a wealth of underutilized collective intelligence around their products, services, and processes. This underutilization negatively impacts employees, customers, and partners, costing precious time and money while hindering performance. Said simply, "what your people don't know will hurt you."

OutStart's social business software and learning systems act like a lifeline: connecting people to the know-how, creativity, and learning they require to be efficient, effective, and agile.

Since its inception in 1999, and backed by leading venture capital firms, OutStart has matured into a profitable and rapidly growing company with an impressive range of customers, who are surpassing their expectations and delivering exceptional business results. The company is honored to have customers like Autodesk, BB&T, Boeing Company, BT, CVS Caremark, DIRECTV, EDS, Internal Revenue Service, Lufthansa, McDonald's, MetLife, Prudential, TiVo, Australian Defence Force, U.S. Navy, UK Ministry of Defence, Verizon Wireless, and Yum! Brands.

OutStart Inc.
745 Atlantic Avenue, Fourth Floor
Boston, MA 02111
Phone: 617.897.6800
Fax: 617.897.6801

CASE STUDY



OUTSTART