

Industry: Technology
Use Case: Employee and Customer Training

Training engagement at eMDs has **increased by 100%** with SAP Litmos

eMDs is a leading developer of integrated electronic health records and practice management software for physician practices and enterprises. Founded by a family practice physician, the company is an industry leader for usable, connected software that enables physician productivity and clinical excellence. eMDs software has received continual top rankings in physician and industry surveys including those conducted by members of the American Academy of Family Physicians, KLAS®, and AmericanEHR™ Partners. eMDs has a proven track record of positioning clients for success as demonstrated by Meaningful Use attainment in 2011-2015. eMDs clients attained the highest attestation proportion among all major vendors as of January 24, 2012.

eMDs has always provided old-school, instructor-led education for their learners, consisting of a train the trainer course, limited video education, and an orientation process that didn't involve anyone versed in adult education. The first time the Corporate Education department was launched, it lasted six months before closing. Observing a customer training class with no ability to ask questions or have hands on experience in real time was all our employees knew. Education was only done on an "as needed" basis, but once the company was acquired, we knew we would continue growing. It quickly became apparent that eMDs needed to be able to deliver large scale internal education and training without increasing head count.

The eMDs Corporate Education team was completely blown away by SAP Litmos' capabilities and focus on education in a corporate setting. eMDs experienced an incredibly smooth implementation, with great feedback from learners from the start; employees love that they have the ability to access content and learn anything they want, whenever and wherever they need to. Because of the success of deploying SAP Litmos Content to their internal employees, eMDs is now opening up the platform to the customer side for external training.

Learn more at www.litmos.com

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Employee engagement is at 100%
And training engagement increased exponentially with the addition of SAP Litmos which they call eMDs Engage



Internal training success
Has convinced leadership to optimize the delivery of customer training with SAP Litmos as well!