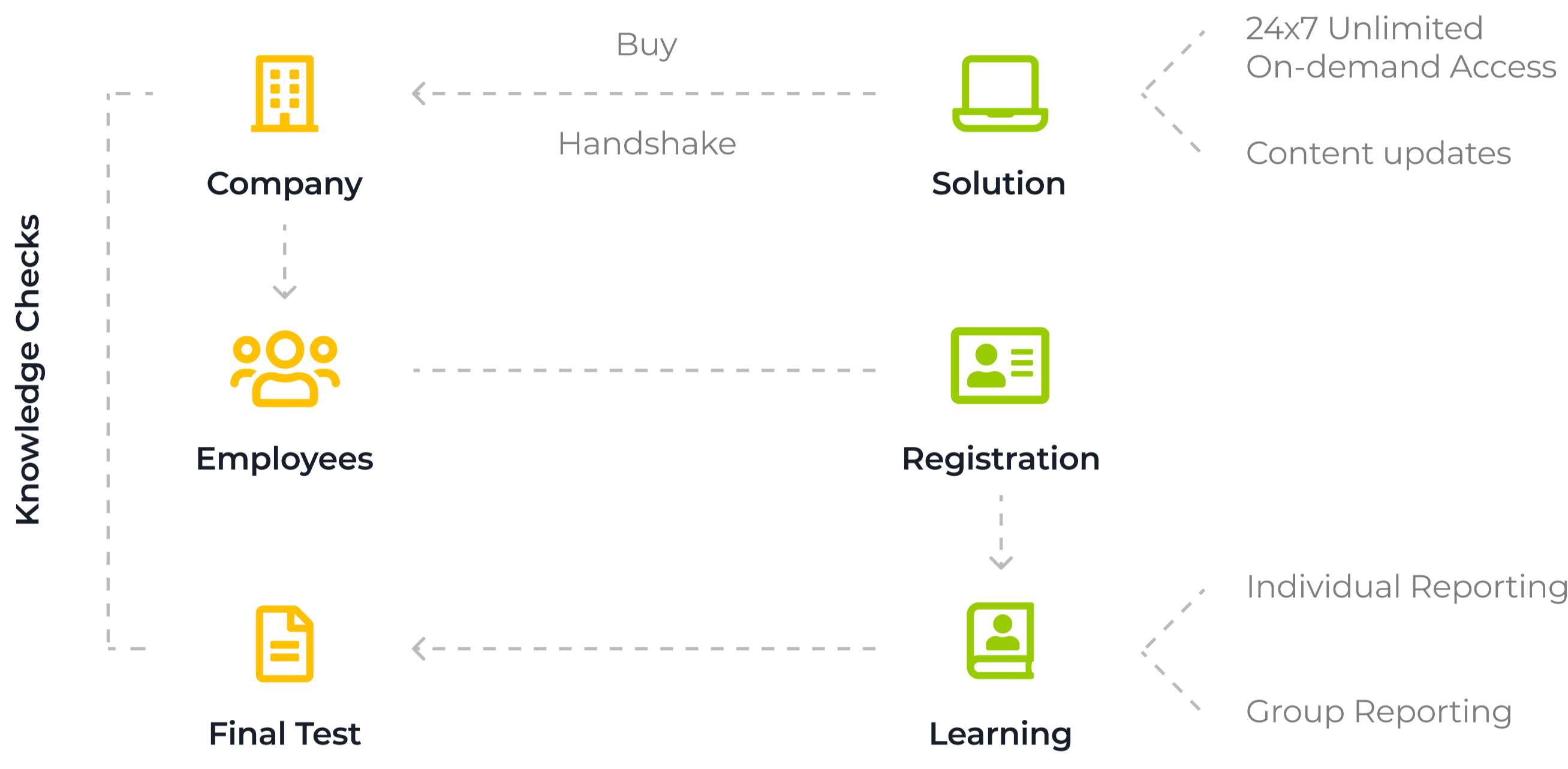


E-Learning Solution Upgrade For a Software Company

How enriching their existing e-learning solution in the field of software security with an audit layer and reporting helped a software company hone performance monitoring for their customers, leading to greater user satisfaction.

Challenge

By the time the customer contacted *instinctools, they had already had a complete solution and only needed to maintain it and add some new features. All the aspects of the working process were highly formalized due to the elevated security level of the project. The developers had to coordinate their actions with several executives to get permission to make any changes.







Solution

*instinctools team worked on the creation of a special layer for the audit of potential unwanted actions. The developers also created a new type of report which allows the companies that use the customer's eLearning product to monitor the developer's performance.

Key features

The list of implemented features included, among other things, the following features:

-  24x7 Unlimited On-demand Access
-  Individual & Group Reporting
-  Knowledge Checks and Final Exams
-  Optimized Content Update Process

Results

The customer is pleased with the team's performance, process and the quality of deliverables. We fulfilled SLA compliance up to 99,9%. The fruitful cooperation on this project resulted in the implementation of several powerful features which improved the quality of the solution and its value for the end user. After receiving an additional round of funding, the customer plans to return to *instinctools for further product development.

Technologies



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