



Solution Provider Profile Meridian



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September 2020



Company At-a-Glance	
Name of Product/Offered	Meridian LMS
Headquarters	Reston, Virginia
Year Founded	1997
Number of Employees	185
Geographic Coverage	Meridian's main corporate operations are in North America, with clients supported across the globe.
Top Customers	Meridian LMS has been chosen by global corporations, federal, state and local agencies as well as member associations. Key clients include U.S. Department of Homeland Security, Abbott Nutritional Health Institute, City of Anaheim, K12 Inc., IEEE, Johnson Controls, Mazda, Canon, and The Society of Actuaries.
Total Users (Cloud)	More than 5 million
Solution Name	Meridian LMS
Current Version	Meridian LMS Spring 2020 (version 20.1)
Date Version Was Released	April 24, 2020
Year Product Was Originally Launched	2007
Website	www.meridianks.com



Business and Product Overview

Meridian LMS meets the needs of commercial, public sector and member organizations with complex learning requirements. The product is well-suited to meet the needs of learners in highly regulated industries. Meridian is 100% focused on learning management solutions and services, and company takes a tailored approach to help clients create business impact by aligning the learning management system to any rapid changes in how they do business, rather than requiring the customer to conform to a single vendor-dictated approach to everything.

Meridian provides large commercial and government organizations with flexible options to locate their LMS, including:

- On-premise
- Private cloud environment
- Multi-tenant public cloud environment

Meridian is committed to providing clients with the delivery model that makes the most sense for their organization's unique needs and security requirements.

Meridian LMS also offers:

- Seamless integration with OpenSesame to simplify the content procurement process and delivers courses that are quickly and easily deployed and managed.
- Meridian LRS (learning record store) captures and stores xAPI-based learning experiences happening inside and outside the LMS. Meridian's embedded LRS offers statement forwarding and seamless integration with analytics tools such as Watershed LRS.
- eSignature and auditing for compliance and regulatory demands (i.e., 21 CFR Part 11).
- Advanced domain features that allow Meridian LMS to be subdivided into unlimited sub domains. Each domain can look and feel like its very own LMS via a unique URL, branding, login page, email templates, course catalog and membership roll. Multiple domains allow for audience targeting, including delivery of both internal and external audiences from a single LMS solution.
- Career development capabilities are included via Meridian LMS Career Explorer, which provides employees better visibility into available opportunities and offers recommended training to promote competencies required for growth into future job roles.
- Additional capabilities that Meridian LMS supports include career planning, competency management, development plans and competency-oriented 360° evaluations. Meridian



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has a built-in survey tool that allows for Kirkpatrick Level 3-style evaluations as well as observational checklists.

- In-house Implementation Services are provided by Meridian's own in-house experts, unlike most vendors who rely solely on third parties after the sale. Meridian staff manage product implementations, deliver professional services, conduct training and provide support.

Meridian LMS Spring 2020, the latest product version (20.1), includes newly developed accreditation and certification features that provide many benefits to associations looking to strengthen their continuing education programs, as well as companies and government agencies with extended enterprise training programs who provide knowledge to learners beyond their own employees.

The Meridian LMS 20.1 release also provides:

- Enhanced dashboards to give managers in-depth views of their team's training assignments, certifications, and approval requests
- Redesigned course landing pages (AICC, Surveys, Documents, Tests and Certifications)
- New SCORM player, for optional inline play to launch content with fewer clicks
- Comprehensive certification history and new certification management workflows
- Additional xAPI statement generation so progress and registration events can be recorded in Meridian LRS or forwarded to other analytics platforms
- New content integration now available to Percipio from Skillsoft



Analysis by Brandon Hall Group

Situational Analysis

Corporations are trying to find better ways deliver learning in a more contextual, engaging and modern technological interface. There are several factors that are driving corporations to improve their learning and development practices:

- **Improve Learner Engagement** — Organizations struggle with developing and delivering learning content that captures the attention of the learner.
- **Create a Stronger Link between Learning and Performance** — Learning in many organizations is developed without specific individual and organizational objectives in mind.
- **Better Measurement** — Learning is not improving in many organizations because the ability to measure impact on performance is not in place or is lacking.
- **Technology** — Learning technology is quickly evolving and organizations are in serious need of re-evaluating their learning technology ecosystem to offer a more modernized approach to learners.

Challenges to the Business

Organizations have had difficulty in keeping up with all the technological advances for delivering learning. The LMS environment is extremely crowded and organizations struggle with making the right LMS selection.

Learner requirements have also evolved quickly and their need for just-in-time, just-for-me learning that is highly accessible is very important. Most LMS platforms are not in a position to offer an easy to use interface to the learner.

Implications for the Business

The implications are two-fold. For the learner, the learning experience is waning and learner engagement continues to steadily decline. For the organization, employees are not learning what they need to know to maintain compliance, develop new competencies and skills, and advance their capabilities leading to negative implications including a lack of innovation and creativity that makes the organization uncompetitive.



Questions to be Answered by the Business

Organizations need to rethink their approach to the learner experience to keep pace with the rapidly changing dynamics of their learners and business.

The key questions for the business are:

- How can an organization properly choose an LMS in such a crowded market?
- Can one LMS provider offer everything an organization needs?

Meridian as the Answer

Meridian has been delivering highly functional, modern learning environments for more than two decades. The most current version of its LMS manages to encompass what is quickly becoming a widening divide in learning technology, helping companies securely and completely manage core LMS tasks such as compliance, certifications and more while offering personalization in a modern interface.

Trusted by many government organizations, Meridian's LMS can handle strict privacy, security and compliance challenges. Meridian also supports many association groups because it has strong extended enterprise and eCommerce capabilities, but it is still an intuitive interface that offers opportunities for learning in any format — including for mobile. Meridian also includes a Learning Record Store to track all of these different activities and their associated xAPI statements.

Typically, organizations with complex learning environments have had to look for multiple separate solutions: one for compliance, one for extended enterprise, one for the modern learning experience, etc. Meridian, however, offers an opportunity to manage all of that within one platform. Its branding and customization features mean that every audience can have their own unique experience.

-David Wentworth, Principal Analyst, Brandon Hall Group

-Michael Rochelle, Chief Strategy Officer and Principal HCM Analyst, Brandon Hall Group



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About Brandon Hall Group

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