



Solution Provider Profile Meridian Knowledge Solutions



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February 2022



Company At-a-Glance	
Name of Product/Offered	Meridian LMS
Headquarters	Reston, VA
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 the 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)	Over 5 million users worldwide
Solution Name	Meridian LMS
Current Version	Meridian LMS Fall 2021 (version 21.2)
Date Version Was Released	October 2021
Year Product Was Originally Launched	2007
Website	www.meridianks.com



Meridian Solution Overview and Value Proposition

Meridian understands the impact that knowledge can have on organizational change. Since its inception, Meridian has been harnessing the power of knowledge toward greater business outcomes. Meridian LMS is a learning management suite designed to address the complex, mission-critical learning needs of large organizations. Meridian supports leaders striving to drive workforce preparedness and performance through learning by providing a strategic partnership focused on people and outcomes.

Training and Career Development Capabilities

Meridian LMS helps organizations requiring complex curriculum capabilities. Meridian's customers realize a better-prepared workforce through improved training development and delivery.

Meridian LMS offers a variety of learning delivery options such as web-based, instructor-led (ILT), hybrid learning, video, video conferencing, mobile and social learning. Collaborative learning through synchronous or asynchronous deliveries (classroom, online or hybrid) is fully supported and Meridian provides Microsoft Teams and Zoom integration to incorporate training into the daily workflow. The LMS platform has a connector built to support competency rating integrations with any talent management system.

Meridian helps its customers prepare their workforce through:

- Career planning, competency management, development plans and competency-oriented 360° evaluations.
- Leveraging AI/ML in competency mappings and suggestions for relevant content based on skills gaps to help support career progression.
- Easy content creation and curation for their organization-specific training.
- Integration with industry-standard learning formats (SCORM, xAPI and AICC) and partners who provide reusable training content.
- Evaluation of skill gaps and user benchmarking stats comparing job titles.
- The ability to easily administer learning to multiple audiences at scale.
- Proprietary built-in survey tool to allow for Kirkpatrick Level 3 style evaluations as well as observational checklists to drive continuous improvement.



Compliance Capabilities

Meridian LMS was built for compliance training with secure scalability in mind, allowing customers to easily organize, monitor, track and manage compliance training. Meridian's compliance dashboards quickly identify user segments concerning compliance training and certifications. Administrators can easily view, report and take action to proactively manage compliance training.

With Meridian, organizations can create legally defensible controls and training records with:

- Auditing, versioning control, eSignatures and reporting to meet 21 CFR Part 11 and EU GMP Annex 11 compliance.
- Compliance and certification-related dashboards offer the flexibility to drill down for further details and analysis.
- Training data updated in real-time for proactive compliance reporting.
- Automate and manage staff certifications and accreditations.
- FISMA compliance and a FedRAMP-ready infrastructure for government organizations.
- Incorporated key federal modules to address core requirements such as 508 compliance, SF-182, CAC/PIV cards and EHRI.
- xAPI support and a learning record (LRS) to track learning, wherever it occurs.

Extended Enterprise and eCommerce Capabilities

Meridian's robust permissions and enterprise-level administrative tools are a key strength for large enterprise organizations. Administrators can easily segment internal versus external user populations and control content distribution, and sharing through Meridian's advanced domain features and functionality.

Organizations can deliver scalable training and eCommerce functionality through:

- Advanced domain features that allow Meridian LMS to be subdivided into unlimited subdomains.
- Customizable domains with unique URLs, branding, login pages, email templates, course catalogs and membership roll.
- Multiple domains enable segmentation of learners and targeted delivery of both internal and external audiences from a single LMS solution.
- eCommerce capabilities include various payment options, support of multiple currencies, coupons and transaction tax management.



User Experience

Meridian LMS is designed with the user experience in mind, empowering administrators to easily manage learners, content and outcomes. Meridian's commercial-grade platform allows administrators to produce scalable training with reusable content. Various training delivery methods supported include instructor-led (ILT) and virtual instructor-led training (VILT), eLearning (online, asynchronous), mobile, microlearning, video, simulation and gamification. Organizations can better prepare their workforce to explore, learn and build their skills to help them perform and progress.

They also can bring learning into the flow of work through:

- Automated administrative tasks and workflows to improve scalability and productivity.
- Intuitive content recommendations through AI (Artificial Intelligence)/ML (Machine Learning) based on user behavior and relevancy for a personalized learning experience.
- Customizable templates with personalized feeds to easily create a functional interface.
- Greater administrative controls for content and mass distribution to increase efficiency.
- Seamless integration of all of an organization's SaaS business systems together in one learning environment via webhooks, custom HTTP requests, REST, SOAP and Web Service APIs.

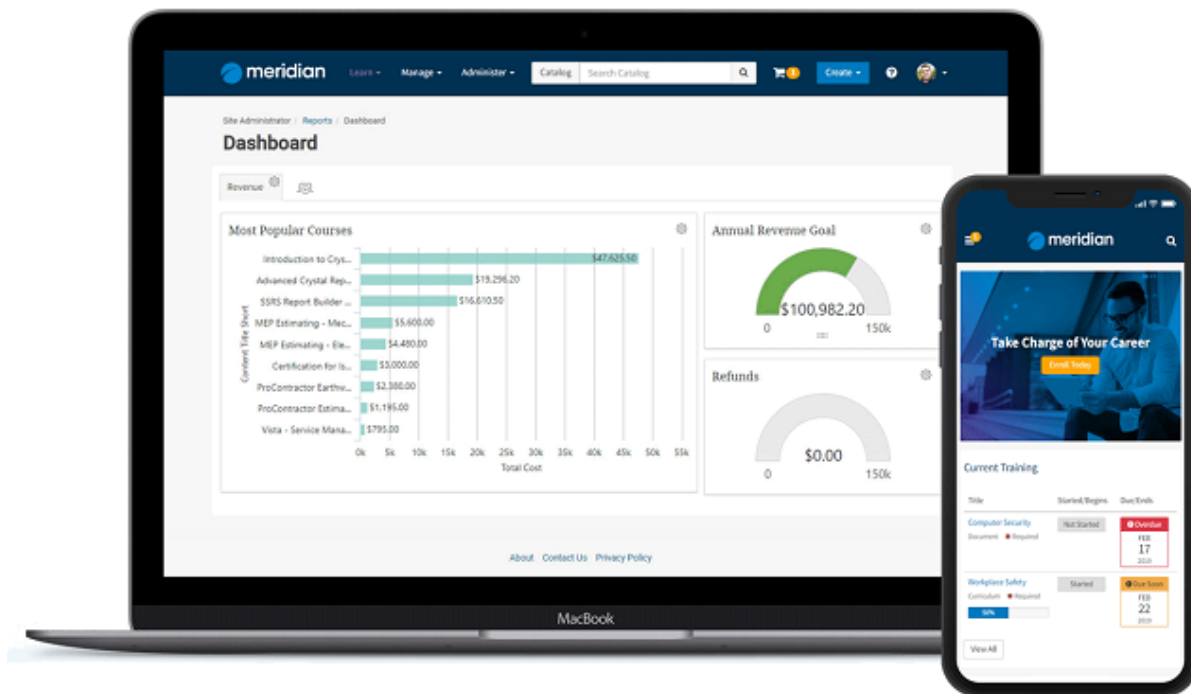


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Screenshot

Figure 1: Meridian LMS Dashboard



Screenshot provided by Meridian Knowledge Solutions



Analysis by Brandon Hall Group

Situational Analysis

Corporations are trying to find better ways to deliver learning in a more contextual, engaging and modern technological interface. Several factors 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 the LMS manages to encompass what is quickly becoming a widening divide in learning technology. It helps companies securely and completely manage core LMS tasks such as compliance, certifications and more, while offering personalization in a modern interface.

This is critical as learning can no longer be an either-or proposition for organizations. Brandon Hall Group research finds that 58% of companies look to compliance training to certify employees and/or further their overall development. This requires a new technological approach to compliance training.

Typically, organizations with complex learning environments and high compliance requirements have had to forego more modern learning experiences, or otherwise run multiple platforms. But Meridian offers an opportunity to manage complexity and provide a next-gen interface within one platform. 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. Again, this is an area that often requires a separate solution. Meridian's branding and customization features mean that every audience can have their own unique experience throughout the extended enterprise.

In any deployment, there is an intuitive interface that offers opportunities for learning in any format, including for mobile. Meridian also offers a Learning Record Store to track all of these different activities and their associated xAPI statements, further enhancing the platform's tracking and management capabilities.

Meridian also has expanded its scope to include career development with Meridian LMS Career Explorer. This solution applies Meridian's ability to simplify complex environments to the task of



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skills and competency development. It provides a place to build out career maps, identify skills gaps and associated relevant training opportunities.

At a time when companies have had to look for multiple separate solutions for compliance, learner experience, extended enterprise and career development, Meridian has put it all within one powerful, secure learning platform.

- 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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