

CASE STUDY

Automating user management and content provisioning for courses hosted using Articulate Online

Company Description

The client is a global ISV headquartered in California, and is a provider of one of the most widely used open source business intelligence software suites. The client's BI Suite provides web-based, open and modular software that addresses the next generation business intelligence needs of the enterprise.

Project Objective

The client uses UltraCart cart and Articulate Online Learning Management system to make its training and course work available for purchase in their store. Articulate's Learning Management system is a hosted service called Articulate Online (AO). The project involved integrating Ultra Cart with AO for automating user and content provisioning.

Customer Challenges

- ❑ Managing access to AO courses for a large number of online buyers manually was simply not possible
- ❑ Instant access – speed of transaction for course delivery online, was essential to satisfactory user experience
- ❑ Automation using AO API's itself was a challenge as the API' itself was still under development at the time by Articulate

Trigent's Solution

Trigent designed and developed a solution to integrate Ultra Cart with AO. The solution provides instant access to AO for users, allowing them to view their courses as soon as they buy it in Ultra Cart. Trigent also worked with Articulate in providing useful feedback to the API development team, while using their API' for integration for the first time.

Client Benefits

- ❑ Automation of User and Content provisioning reduced maintenance overheads such as cost, time and human errors
- ❑ Instant access to online courses increased consumer satisfaction
- ❑ AO provided a cost effective and easy to use LMS as a service

Client

A CA based ISV, providing open source business intelligence software suite, widely used by a global enterprise clients.

Project Objective

To design and develop a solution which would integrate online buying to a hosted LMS, automating user and content provisioning.

Technology

- ✓ PHP 5.0
- ✓ SOAP & XML
- ✓ AO API 1.0

Benefits

- ✓ Automation of User and Content provisioning reduced maintenance overheads such as cost, time and human errors
- ✓ Instant access to online courses increased consumer satisfaction
- ✓ AO provided a cost effective and easy to use LMS as a service