

EPISTUM v3.0.

Learning Management System



EPISTUM

is a fully-featured, SCORM compliant LMS that provides infrastructure for the needs of **enterprise learning and testing**. The EPISTUM is a web-based training solution that manages and delivers training courses. As a result of the **EPISTUM** robust and scalable architecture, large number of users can access the system simultaneously, at any time and from any place they want, regardless of the location. All the **training materials, interactive e-courses, videos, images, lessons, conference information, evaluation tests and quizzes** are stored in a single, consolidated learning system. Users can also communicate with their educators and peers through online communication tools, and use web-conferencing module for online lessons. **EPISTUM** can also be used as a questionnaire survey service. It takes the traditional survey tools to a whole new level. **EPISTUM** provides the opportunity to create surveys, collect responses and analyze results. It can easily be integrated at the social networks. **EPISTUM** is the place where the internal knowledge of the enterprise will be organized and shared to the employee. The interactive lessons improve the quality of the education process, and the integrated testing tools are confirming the accepted knowledge. The experienced team is supporting the platform, but also offers consultancy for the formation of interactive lessons in SCORM format or testing surveys. **EPISTUM** is not just an excellent platform, but organized environment which provides integrated solution for e-Learning & e-Testing. Converting information into knowledge is provided by **synergy between the experienced consultants and the EPISTUM platform**.

Effective Learning Solutions

We strongly believe that learning can become better through technology and we work hard to prove it.

Our main product **EPISTUM** is a new type of learning tool that emphasizes the user-experience without compromising the functionality. **EPISTUM** comes bundled with **key enterprise functionality**, ranging from **branch management** to **tailor-made reports**.

We have worked with hundreds of users to shape a product that is **easy-to-use, feature rich** and **especially suited for SME enterprises**.



Why choose EPISTUM



Especially suited for SME enterprises

When we designed **EPISTUM** we wanted to create an e-learning solution especially for SME organizations - organizations that range from 20 - 2 000 users. We performed a comprehensive market research and created a solution to meet their needs and requirements. **EPISTUM** comes with all the tools and functionalities that make sense for a SME enterprise system.



Well supported

EPISTUM is professionally supported and although it is designed to last, you can always rely that someone is readily available, in case something does go wrong.



Easy to use

EPISTUM is designed to stimulate thirst for knowledge by being easy to use, with a visually attractive user interface. Maximize the time spent learning new skills, NOT learning how to use the platform.



Open nature

We believe in giving options to the customer, which is why all **EPISTUM** editions are provided with their source code. That means that you can fully customize **EPISTUM** to suit your organization's unique needs. Integrate it with other existing systems, customize its interface and add new functionality through **EPISTUM** modular architecture. Or we can do all of the above for you.



Lower operating costs

A single LMS for everyone: Our multi-tenant feature allows you to use a single LMS for different departments or groups of users such as customers, partners and employees. The result of the above is centralized reporting and lower implementation and operation costs.



Try before you buy

A lot of e-learning tools won't even let you try before you buy. We go further on, offering a completely free open-source edition of **EPISTUM**. We're convinced in the value of our offer and we are certain that you will be too. Whenever it suits you, we offer professional editions of **EPISTUM** with additional functionality and exceptional security, scalability and support.

Detailed Feature List

Course Handling

- › SCORM / AICC compliant, allowing installation of 3rd party course libraries, as well as courses built with rapid development tools such as Adobe Captivate, Articulate Storyline and Lectora Inspire.
- › Time-spent tracking per SCORM/AICC course
- › Hierarchical course catalog
- › Course-level prerequisites
- › Due date management including default due dates, reminders and rules for learners with past due courses.
- › Course assignment by individual, group, curriculum, department and spreadsheet or by all users in the LMS
- › Optional self-enrollment
- › Automatic reset on course failure, requiring that the learner shall retake the training until a passing score is achieved
- › Optional course certificates
- › Custom course certificates, including custom messages and signature images
- › Curriculum / learning path support with curriculum-level prerequisites
- › Author accounts, which allow certain learners to add course content

User Communication

- › Mass e-mail notification system
- › Automatic course reminder e-mails for users, managers and learners who have completed the course

Instructor-led Training Management

- › Room, instructor and resource scheduling

- › Automated self-service system for learner enrollment/un-enrollment
- › Outlook calendar integration for learners and instructors
- › Multiple sessions of the same course
- › Support for more than one instructor per course
- › Blended learning support (Online training integrated with instructor-led training)
- › Course access control for learners by date
- › E-mail reminders
- › Standard and ad-hoc ILT reports

Survey and Exam Engine

- › Five types of questions
- › Random or ordered exams from a pool of questions
- › Timed exams
- › Question bookmarking
- › Question organisation by category, course and specific test
- › Sharing questions between institutions
- › Exam review and submission page
- › Exam response tracking for each individual learner and for all learners who have completed the course
- › Single page survey option
- › Mandatory or optional surveys
- › Pure surveys (no content, exam, etc.)
- › Survey summary reports

Deployment

- › Dedicated cloud-hosted servers for large-scale deployments
- › Local installations
- › Migration of courses and user account data
- › Question organisation by category, course and specific test
- › Sharing questions between departments.

Detailed Feature List

User Management

- › Single user registration form
- › Bulk registration and update via CSV spreadsheet allows initial registration and subsequent user account updates, including the options to activate, inactivate, delete, purge, make manager and make author
- › LDAP connector with single sign on for Windows®-based networks (Active Directory)
- › Hierarchical user account grouping into regions, divisions, and departments
- › User Groups
- › Rename / customize user fields
- › Set permissions on user fields
- › Set password requirements on accounts
- › Admin defined user roles (manager, author, etc.)

Online Training Portal

- › Custom training portal, including custom color themes and logo
- › Additional custom portal pages
- › Self-registration, including the ability to require e-mail
- › Custom terms of service for self-registration
- › Learner center available in over 20 world wide languages.
- › Online catalog, calendar and transcript
- › User can print certificates at any time
- › Catalog browsing and self-enrollment
- › Curriculum / Learning Path tracking
- › Online exams, surveys, SCORM and AICC courses
- › Automatically marks the course complete upon completion of exam

Reporting

- › Quick system reports

- › Built-in standard reports
- › Custom, ad-hoc reports built with any fields and in any order. Includes summaries and calculations and can be saved for later use
- › Automatically FTP course results information to third party HR databases
- › Include charts and graphs in ad-hoc reports
- › Use custom chart colors in ad-hoc reports

Additional Features

- › Multiple admin accounts ensure accountability
- › Detailed audit logs
- › Synchronization and integration with other database systems
- › Support for multi-server environment / load balancing
- › Time zone management
- › Above and Beyond support

Client Requirements

Internet Explorer® 6+, Firefox® 2+, and Safari® 2+ on a Mac

Server Requirements

Operating System	Windows Server 2008 or later / Linux based OS
Web Server	IIS7 / Apache
Email Server	Microsoft® SMTP Server / Apache Mail Server
Disk Space	2GB+ disk space for course material
Database	PostgreSQL 9.1 or later Database System
Recommended Memory	Intel Xeon Processor 4GB+ RAM memory



Sales Training

Increases knowledge retention. Boost team collaboration and interaction and effectively deals new information in your sales department.

(Suitable for 3+ sales agents team)

**EPISTUM
WORKS GREAT
FOR:**

Employees Training

Engage employees to increase productivity, increase knowledge retention and reduce training time and cost.

(Training for companies with 10 – 2000 employees:

- a. Banks
- b. Insurance companies
- c. Training centers
- d. Government institutions
- e. Middle or Large size companies)

Support Training

Align team productivity, increase knowledge retention and boost team interaction with support of the training games.

(Support training for collection centers, call center, other outsourcing centers with 10+ employees)

What can we do for you

ivote

iVote is European company specialized in election modernization technologies, e-learning systems and secure e-commerce systems. iVote's Demokra is an end-to-end state of the art election management platform, providing high security and transparency. iVote Demokra technology has been trusted by more than 116 million voters processed around the world. It has contributed to the most timely, transparent and credible election results in the history as democracies in many countries worldwide. Clients that are using the services of the iVote Demokra data center are the election commissions of: Macedonia, Bosnia and Herzegovina, Albania, Kosovo, Ecuador.

e-Content Conversion services

- ▶ We work with your Subject Matter Experts (SME)
- ▶ We format and convert course content into digital format
- ▶ We apply sound instructional design principles to your course content
- ▶ We build graphics, interactions, and assessments

Cloud based Learning Platform

- ▶ Host and manage your courses
- ▶ Assign different roles (professors, students, administrators) and logins for access
- ▶ Supports course material in HTML, Flash, doc, PPT, PDF, Audio-Video, etc.
- ▶ Design and give quiz, surveys, assignments, tests to students online
- ▶ Available anywhere, anytime

Virtual classrooms integrated with Learning Platform

- ▶ Support Live Audio-Video
- ▶ Session Recording option
- ▶ Option for professors to share the course materials and screens with students in real time.
- ▶ White board option
- ▶ Option for students to raise hands to ask queries
- ▶ Multi-level fallback mechanism
- ▶ Live tech support

Collaboration Module for enhancing student engagement with peers and Professors

- ▶ This module is designed to enhance asynchronous self-learning.
- ▶ Using the collaborative learning tool, the students would be able to interact with their peers and professors, ask queries and get answers, in real-time.

Secure eSignatures for authentication and data protection

- ▶ Authenticating the content
- ▶ Data Integrity

Training and Support

- ▶ We provide extensive onsite, as well as offsite training to our clients and comprehensive support on each and every aspect of our E-Learning Platform

CASE STUDY 1: Central Election Commission of Albania

“Every election, the Central Election Commission of Albania is responsible for training more than 60.000 commissioners in different topics, mostly related to the election procedures.”

Challenge

- ▶ E-learning management system for all commissioners (more than 60.000) engaged during the elections in Albania
- ▶ Custom user registration forms with restricted access to materials based on privileges
- ▶ Integrated storage capacity for all types of training materials
- ▶ Interactive learning and training
- ▶ Serving thousands of users simultaneously during the pre-election period, 24/7, every single day of the week, without downtime
- ▶ Comprehensible, user-friendly system that can be accessed from mobile devices, PCs and tablets

Solution

iVote is a trusted partner of the Central Election Commission of Albania. Based on their needs, iVote implemented e-Learning management system for training election Commissioners. Every election, The Central Election Commission of Albania is responsible for training more than 60.000 commissioners in different topics, mostly related to the election procedures.

Their experience is that large numbers of commissioners are changing after the face-to-face training, giving a hard time to the CEC to organize additional training. Also, the number of calls from the field after the training is very large because the people do not have access to the needed materials from the places where they live.

As a solution, iVote implemented its e-Learning management system based on Moodle platform. The platform structure and design was modified specially for the purposes of the Central Election Commission of Albania, in order to provide the commissioners with a platform that is very simple to use, attractive for users who do not have IT skills, at all. The result was a highly adaptable, user-friendly, functional system with interactive learning materials.

The users can improve their professional expertise through

on-line lessons, course works, videos, conferences, downloadable training materials and presentations. The authorized access to the courses and to the training materials enable employees to tackle election issues in specific areas during and after election processes. Training professionals can easily measure staff training progress and performance through e-surveys and tests. Personalized content is provided to the various groups of users to increase their level of expertise in the specific area of work. The responsive design of the system facilitates its accessibility and usage on many devices anytime, anywhere.

Success /Outcome

The single point of access was created with training materials, online lessons, conferences, latest news and events for all election commissioners in Albania. Combined with the traditional training, this e-Learning system will increase the capacities of the Election Commission and of the commissioners on the field, which will lead to better organized elections.



CASE STUDY 2: TBM Evolution, Prague, Czech Republic

"Over 100 employees are trained continuously using latest sales techniques."

Challenge

- ▶ E-learning Management System for a leading event management company
- ▶ Interactive and fast training of employees
- ▶ Small learning curve, in order to enable the employees to start working as soon as possible
- ▶ Integration of the LMS with other HRM software at the company
- ▶ Offices at two locations, in different countries.

Solution

TBM Evolution is an event management company with over 15 years of experience in the business. The company has over 100 employees at two locations, Prague and Moscow. Most of the employees work as tele-sales agents. Over the past years, the training was conducted occasionally, involving half or even more of the company staff, from both offices.

Most importantly, the senior sales agents were engaged to conduct the trainings, which led to a situation where they became unavailable for priority work duties. This represented a logistical and operating problem for the company.

iVote was engaged with a request for an e-Learning solution that will suit company's needs, help them train their employees interactively using newest sales techniques, and at the same time free their most experienced employees from their training duties.

iVote EPISTUM LMS was implemented at the company in a very short time, while the outcomes of the trainings were integrated with the current HRM software. Simultaneously, the senior sales agents worked with iVote e-learning experts in preparation of the e-courses for the LMS. The courses included tests, with the aim to identify

precisely the level of the training for each agent.

Success /Outcome

A user-friendly, multilingual and responsive e-Learning platform was implemented in record time. The interactive courses were ready at the same time, and the company was able to start with the trainings immediately.

This helped the managers to have an excellent overview of the education progress of each employee individually. The courses could be easily modified, once there is need to insert new sales techniques and methods.

Initially, three different courses were developed, and at the moment there are 15 in total. Over 100 employees passed the trainings, and the internal knowledge of the company is now well structured and organized, and most importantly, on hand at any instant to train new employees.



CASE STUDY 3: HIPON - Doctors of Pathology

"More than 20 e-learning interactive courses have been developed and implemented on the platform."

Challenge

- ▶ E-learning management system combining resources (virtual photo gallery and thematically divided bibliography), glossary, e-modules and multimedia online games (with images, video, speech) for all pathologists, professionals and medical students
- ▶ Multilingual platform which will be used in many countries (at the beginning 5 countries – Greece, Macedonia, Croatia, Cyprus and The Netherlands)
- ▶ Interactive learning and training
- ▶ Produce a reliable data bank of real case studies (deriving from real hospital incidents) with images and material that is not easy for all European institutes to afford. Especially, the virtual microscope allows an in-depth analysis, without the expense of the microscope.
- ▶ Serving thousands of users simultaneously, especially during the teaching periods at the University
- ▶ Easy access and usability of the system

Solution

The focus of HIPON project was to

transfer the medical experience into diagnostic practical issues of pathology, with the aim to help the learner gain practical insight of the theoretical background he is traditionally taught, recognize patterns of injuries and correlate them with underlying mechanisms of disease and clinical data. HIPON emphasizes the importance of practical experience in all areas of histo- and cyto-pathology in order to offer both medical students, trainees, resident pathologists and interested clinicians the knowledge and the practical skills needed in the immense field of modern pathology.

iVote created a dynamic ICT learning environment, which is capable to foster long-term career advancement and international mobility, ensuring that the professional development of pathologists remains a lifelong experience. The e-Learning environment is based on Moodle platform and has a multilanguage character which strengthens the European cooperation of the pathology

community and provides the trainee the chance to assert a job in the wider European market, since all of its parts (virtual portfolio, e-modules, online game & histo-book) are generated in several languages.

The target groups of this learning platform range from students and trainees in initial vocational training, to people who have already graduated and are considered resident or professional pathologists and interested clinicians, VET professionals as well as any other interested party that is active in this field.

Success /Outcome

Highly scalable, multilingual and user-friendly e-Learning platform has been developed and implemented. More than 20 e-learning interactive courses have been developed and implemented on the platform. Communication modules provide an opportunity to discuss and exchange opinions on European level.

The huge bank of multimedia materials is also available on the platform, for the use of the trainees.



CASE STUDY 4: Ministry of Information Society and Administration of Macedonia

“Using iVote’s e -Learning management system, the Ministry of information society and administration of Macedonia considerably reduced its costs for training.”

Challenge

- ▶ E -learning management system for all employees (more than 100.000) in the public sector in the Republic of Macedonia
- ▶ Interactive learning and training in order to improve the soft skills of the public administration employees
- ▶ Personalized courses for employees in different institutions and departments
- ▶ Easy access and use of the system
- ▶ High bandwidth
- ▶ Huge storage capacity for multimedia content

Solution

The implemented e -Learning management system is based on the Moodle platform.

The iVote’s development team used its robust and scalable architecture to satisfy all the requirements of the client.

The system can be used by large number of users at any time. Appropriate learning materials are available for different public institutions and departments depending on the appropriate privileges. The platform supports many types of training materials including: interactive e -courses, videos, images, lessons, conferences, evaluation tests and polls, presentations and seminars.

The implementation of the different modules offers the users the opportunity to communicate to each other via group discussions, scheduled chats and peer -to -peer collaboration tools.

The e -Learning management system has responsive design that fits to various devices such as tablets, PC -s and mobile phones, providing the users easier access to the materials.

Success /Outcome

Using iVote’s e -Learning management system, the Ministry of information Society and Administration of Macedonia significantly reduced its training costs. More important, it provided a source for training materials for all public employees in the country which can be used 24 hours a day, 7 days a week. Due to the interactive learning, combined with the traditional learning, employees are getting professional knowledge and skills that lead towards better public services.



**“Tell me and I forget, teach me and I may
remember, involve me and I learn.”**

Benjamin Franklin

ÉPISTUM
be a winner in the
knowledge business

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