



# Collaborative Learning Platform



InfoPro Learning, Inc.  
<http://www.infoprolearning.com/>



## Overview

Kronos is a global workforce management solutions provider. They help create customized tools to aid multinational organizations manage their labor costs, minimize compliance risks and improve overall workforce productivity. With a global clientele which includes almost half of the Fortune 1000® companies they strive to build tools which take into account the specific business needs of their clients.

## Business Challenge

Kronos has an online platform which helps learners to access online trainings that are being conducted as per scheduled date and time. This is called the KRONOS OWL (KRONOS Online Workforce Learning).

This platform needed to be updated to accommodate some other features that allow users:

- ❖ to request help or training on a specific topic
- ❖ to send requests out to people who have subscribed to that interest group
- ❖ to schedule a training session remotely
- ❖ to view demo training session and join if they like
- ❖ record live sessions and archive them for future reference

The business need of the updation was:

- ❖ to help different peer groups established in different areas to share information seamlessly over a virtual platform to reduce travel costs
- ❖ to create an archive of knowledge for all future reference

## Requirement Analysis

Looking at the existing OWL platform InfoPro found that it lacked these fundamental features:

- ❖ Lack of peer to peer interaction
- ❖ Lack of mentor guidance
- ❖ Lack of common forums to seek help
- ❖ Lack of a continual learning interface



## The Solution

InfoPro took the responsibility to customize the technical architecture and design methodology to customize its proprietary collaborative platform GNOSIS, and integrate it with existing OWL platform.

The GNOSIS platform is a proprietary collaborative platform created by InfoPro. GNOSIS is a ready-to-integrate collaboration tool which can seamlessly be integrated with any third-party application that exposes its API. This allowed it to seamlessly function with Kronos's existing OWL platform.

Customizing GNOSIS, InfoPro Learning, Inc. presented Kronos with a customized collaborative learning platform which would allow easy interaction between users while also allowing them greater portability in terms of sharing content over the web. This collaborative learning platform also allowed users to form their own community creating specific information brackets for ease of learning.

The new OWL platform was designed to allow users to:

- ❖ Post content and share knowledge using varied media such as audio, video and text
- ❖ Post questions and responses
- ❖ Tag files to make searching of information easier
- ❖ Create specific communities tied to specific learning needs
- ❖ Live sharing of knowledge through demo videos and screen sharing

The collaborative learning interface was divided into six clear subsections:

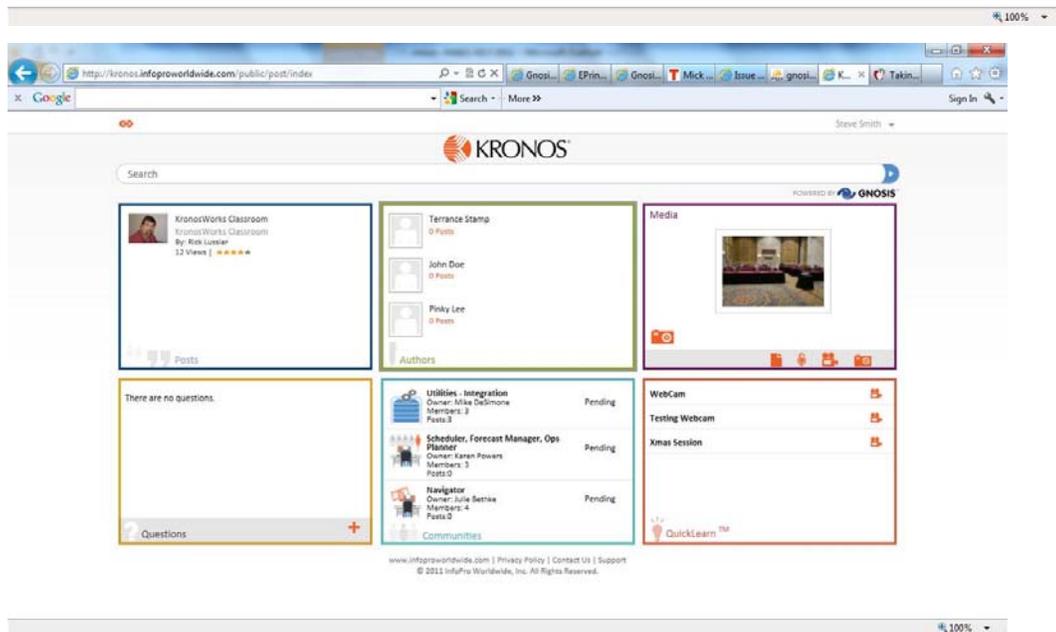
- ❖ **Post:** This allowed thought leaders in the organization to post and share content they found relevant of the current project. These posts could be subsequently tagged under specific keywords to make them easily searchable and accessible. The authors were also provided the option to attach corollary documents to aid in the learning process, which the users could then download.
  - These posts could also be categorized under different communities and the users were given the option to join a specific community.
- ❖ **Author:** In this section the names of all authors who have posted content onto the platform are displayed in alphabetical order. This allows the users to access posts for different topics by the same author under one place. The users also get a chance to rate the content of the post and share it on other social networking sites.



- ❖ **Media Library:** This section archives all relevant media files for a specific post. The user can use this section to access these files easily.
- ❖ **Questions:** In this section any user can post content which can then be accessed by either all members using the forum or a particular community. Any user can answer the questions and the user who posted the question can rate it in terms of its relevancy. Question types also included both descriptive questions for information gathering and poll questions for taking immediate surveys.
- ❖ **Communities:** Different communities can be created for different verticals within an organization or on the basis of the learning interests. This allows clear categorization of content in terms of interest groups and makes it easily accessible to any new user.
- ❖ **QuickLearn:** This is a unique feature created especially for Kronos. The business need was to create a platform which would allow several users to join in for a meeting at a particular time. Through this platform the client also sought to share ideas through live screen sharing facilities. InfoPro created a unique solution called QuickLearn which provided learners the opportunity to not only view a live demo but also capture and archive it for future reference. This was also coupled with a meeting interface which would allow several users to join in at once and share ideas.

## Benefits

- ❖ **Easy Content Accessibility:** Creating separate information pockets through the use of community categorizes information for specific interest groups.
- ❖ **Easy Search Features:** Since there is an option to tag each post by using appropriate keywords it makes it easier for any new user to search for relevant content using the search button.
- ❖ **Learn by Seeing:** Using the QuickLearn feature any user can setup a meeting and demonstrate a process or share relevant ideas to a group of users. Further it can also be stored to be referred back to at any point of time.
- ❖ **Increased Motivation Levels:** Features such a rating, getting to see the names under the author section increases levels of motivation amongst users.
- ❖ **Flexibility:** Our development standards allow easy configurability & use of different mediums such as audio and video.
- ❖ **Quality of service:** Our ISO 9001:2000 standards and procedures ensure quality, consistency, predictability, continual improvement and reliability of services.



### About Info Pro :

InfoPro Learning, Inc. is the world’s leading next generation learning solutions provider. Headquartered at New Jersey, the company has been providing Learning Solutions, Performance Consulting, and Learning Infrastructure Solutions to corporations worldwide for over 22 years.

InfoPro developed over 14,000 hours of learning content in over 30 languages across different businesses and verticals, conceived and designed thousands of domain-specific multimedia assets and interactivities.

For more information, click at [www.infoprolearning.com](http://www.infoprolearning.com).