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G R O U P

Harbinger Systems

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Offline Player

Situation

The client is a global healthcare organization specializing in pharmaceuticals and over-the-counter products, with a sale of over \$20 billion. The organization has more than 44,000 employees worldwide, who needed product knowledge of many products and had to keep abreast of changing market requirements. There were courses available, however, there wasn't enough time to take them online. Bandwidth was also a constraint while traveling.

Challenge

The main challenge was to play the standards-based content offline. For disconnected learning, we had to look at proprietary content. Integrating LMS with an Offline Player was a challenge as standards for offline training are still evolving.

Solution

Harbinger proposed an approach similar to the existing AICC HACP approach. Harbinger worked with AICC and helped in defining a generic data model and commands that could be used as communication mechanism between LMS and Offline Player to exchange course, student and progress specific information. After the detailed study of client's requirement, Harbinger proposed a solution to deliver standards based content offline. This would provide secure tracking as well as synchronize progress information with LMS.

Benefits

Training administrators could effectively push training to all employees with minimal effort. It integrated easily with the existing LMS and was very convenient for employees to go through training as they were no longer constrained by bandwidth or travel schedules.