



## VLearn : To ensure LEARNING, is our OBJECTIVE; To develop SKILLS, is our FOCUS.

*Bank Muscat is the leading financial institution in Oman. They are driven by their focus to empower their employees. Their career development approach for their employees has led them to be the employer of choice.*

*Bank Muscat was looking at continuing their employee development activities during the pandemic lockdown period. They wanted to embrace technology and continue to create a learning environment that was intuitive, engaging and user friendly.*

*IITC's VILT delivery through their LMS VLearn, a customized open source learning management system hosted on Microsoft Azure and secured by Microsoft Azure Firewall, suited the bank's need for an interactive user-friendly platform that housed all learning components and resources in one central location. It completely met bank's aim to increase their training effectiveness, ensure easy access, produce required training documentation and adhere to compliance requirements.*



### At-a-glance:

**Customer:** Bank Muscat

**Website:** <https://www.bankmuscat.com/>

**Customer Size:** 1000+

**Country:** Oman

**Industry:** Bank

**Products and Services:** Microsoft Azure



# [IITC], [Bank Muscat], & [Microsoft Azure]

## Customer challenges

Due to the impact of COVID-19, all businesses around the world are depending heavily on the usage of technology to continue with their day to day business operations. Thus, IT technology training is becoming a must-have business requirement for all.

Due to the social distancing and other norms put in place the traditional classroom or Instructor led Training (ILT) was not feasible. The customer team also had a concern on the effectiveness of other training methods like Virtual Instructor led training (VILT), as the candidate's exposure to this method was extremely limited.

Customer wanted a cost-effective secure solution that not only ascertains the continuity and effectiveness of the training but also encompasses the entire training delivery activities right from Candidate Registration to Reporting and Certificate award.

## Partner Solution

IITC configured and customized an open source Learning Management System (LMS), named as VLearn. IITC VLearn is a web-based platform deployed on Microsoft Windows Azure Platform. The customizable LMS integrated with Microsoft Teams provides a highly functional, flexible, and interoperable digital learning solution.

VLearn supports various training modes e.g. e-Learning (Self-paced training), ILT (Instructor Led Training or Classroom Training) and VILT (Online/ Virtual Instructor Led Training). It ensures complete efficiency and effectiveness in administration, documentation, tracking, reporting and delivery of training programs with an ability to have thousands of concurrent connections.

## Customer Benefits

- Microsoft Azure provides Availability, Scalability, Disaster Recovery and Backup, Security to LMS
- Microsoft Teams will engage the learners and the trainer with virtual face-to-face connections and activities
- Create a strong learning environment, reduce costs, incorporate all training related admin activities and ensure effective remote learning.



- User-friendly Interface
- Multilingual interface and content
- Ease of Content Management - course creation, course build, user Management, SCROM content support etc.



- Ease of Access (web, mobile)
- Blended Learning



- Cost effective solution for
- Training delivery
  - Assessment and Testing
  - Tracking & Reporting

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