



InterSystems Reinvents Online Training with Appsembler and Open edX

InterSystems selected Appsembler to implement its online learning program using Open edX™. InterSystems attributes the ongoing program success to these Appsembler qualities:

- Deep expertise in Open edX
- Ability to thoroughly understand and immerse themselves in InterSystems' technical environment and business requirements
- Skill to integrate and launch, on demand, individualized virtual labs of InterSystems' software for student practice

Customizing Open edX with Appsembler

InterSystems offered classroom training to help customers worldwide use their software and integrate it with their existing systems. While InterSystems had published tutorials and how-to videos online, management wanted to create a more interactive, hands-on online experience to enable anywhere, anytime training in much less time than it would take to develop a complete classroom offering – and to eliminate the cost and inconvenience to customers of needing to travel to those classrooms. “InterSystems does great classroom training, but this method doesn’t scale well in a business environment with reduced travel budgets,” says Jim Breen, founding director of Learning Services at InterSystems. “Today’s workforce is more mobile and they learn differently. They want immediate answers to their questions at their fingertips. We needed a solution to build online training from the perspective of customer satisfaction, and that’s why we turned to Appsembler, relying on their incredible expertise around leveraging the Open edX platform.”

InterSystems selected Appsembler as their partner in Open edX customization, recognizing Appsembler as the leading Open edX enterprise expert, providing a full, hosted customizable SaaS offering of Open edX to corporations, universities and other organizations that provide continuing and professional education. Appsembler worked closely with the Learning Services team to make the Open edX implementation a success.

“Appsembler is very proactive,” says Breen. “They’re heavily involved in the Open edX community and are very knowledgeable about emerging Open edX functionalities. Also, the people at Appsembler are very bright and terrific collaborators. They partner with you in a team effort – and that was critical to the success of our online training initiative.”

CASE STUDY

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INTERSYSTEMS

Challenge – More accessibility for InterSystems and its customers while improving the training experience. Allow customers to learn according to their own schedules and without travel.

Solution – Retain Appsembler to design and implement an online learning platform based on Open edX with custom features including integrating InterSystems' software for each student.

Result – Implementation of a robust, cost effective online training system that reduced client costs and increased customer skill and satisfaction.



Building a Virtual Lab for InterSystems Software

Because InterSystems wanted to use Open edX a bit differently than most firms, the system needed to be modified to give students hands-on experience using InterSystems software. “The Appsembler team was dedicated to learning our technology and how it would interact with Open edX. They made sure they really understood our requirements before they moved forward. They also suggested creative solutions for our user requirements and walked us through all of the possibilities and costs. It was great to work with Appsembler” says InterSystems’ Learning Services Project Manager, Janine Perkins.

This virtual lab environment is one of the most popular features Appsembler developed for InterSystems. Students can instantly spin up an instance of InterSystems’ software related to the course they are taking and practice using the InterSystems software live in a containerized environment.

Success and Expansion

InterSystems launched the first group of online courses with the Appsembler-developed solution in April 2015, and immediately received overwhelmingly positive feedback from customers, business partners, and employees. “Everyone is very excited about being able to get hands-on practice in our online labs,” Perkins says. “Overall, our customers have been very positive about the potential of our online training.”

InterSystems continues to collaborate with Appsembler to delve deeper into the benefits of Open edX for online course development. “We’re starting to see that we’re in uncharted territory with Open edX in terms of doing things that other companies are not,” continues Breen. “Appsembler offers a wealth of knowledge on Open edX, and we’ll continue to look for new opportunities to leverage their expertise as we expand into new areas.”

To learn more about Appsembler, please email info@appsembler.com or visit www.appsembler.com.



About Open edX

Open edX is the open source software developed by Harvard and MIT that powers hundreds of online learning sites around the world.

About InterSystems Learning Services

InterSystems Learning Services provides customers with the knowledge they need to be successful using InterSystems products and technologies. Educational opportunities include classroom, Web-based instruction, self-paced tutorials, videos and certification programs. Learning Services also promotes the teaching of InterSystems products and technologies at colleges and universities through the University Outreach program.

About Appsembler

Appsembler is the Open edX Enterprise Expert, providing customization, implementation, hosting, support and training. Appsembler works with such corporate and higher education clients as Microsoft, The MIT Sloan School, New York Institute of Finance, Metalogix, Penn State University, and Dimagi.