

LVMH executive training boosted by Opsera

The luxury goods group Louis Vuitton Moët Hennessy (LVMH) are known for their uncompromising approach to quality. They attach huge importance to training their top thousand director level executives in the company's "brand DNA", and asked Opsera to develop a bespoke training platform for their executive training programme. The platform is used to manage the executives' attendance at training events, give access to a library of online video, documents, articles and training materials and provide a knowledge sharing and networking capability.

The Challenge

The platform had to handle the lifecycle for each participant on a training course including: making bookings, providing pre-course training materials for each participant, allowing participants to network with their peers before and after the course, and providing an extensive library of production quality video interviews with the CEO, Chief Marketing officer, and other senior group executives. The platform had to be able to stream these videos, even with very high simultaneous demand. In addition full administration functionality was needed for those running the courses. The learning platform needed to exude "high quality" and reflect the brand values of this company to an extremely demanding audience.

Our Approach

Opsera provided business analysis, technical architecture and software development. We managed the whole project, including the management of our creative agency partner. We designed and implemented a managed service to host and maintain the entire platform against a formal Service Level Agreement.

Solution

The solution was based around the open-source DotCMS platform and uses cloud-hosting to enable flexibility of resources and disaster recovery.

Results

LVMH were able to launch the training platform confident that it would meet the high standards expected and provide an attractive experience for all users. The system has reduced the workload of the training administrators and improved access to information and knowledge across the LVMH group.



Our Client

[Visit Website](#)

The LVMH group, based in Paris, is one of the world's largest luxury goods conglomerates, and owns approximately 60 luxury brands.

Opsera delivered a high quality, attractive and flexible system that is consistent with our brand values. We can now engage with our participants in a more proactive and meaningful way both before, during and after our training events. Opsera designed the system with open source software, providing flexibility and great value for money. Opsera provide a complete managed service for the system, including application support, hosting and maintenance, so we can just focus on delivering high quality training and they reliably deal with all our IT needs.

Ian Hardie – Group International Training Director