



The LMS Decision:
when to stay,
when to switch

Welcome to The LMS Decision: when to stay, when to switch

Every organization reaches a point where their learning platform stops being an asset and starts getting in the way. This guide is for leaders who are asking hard questions about their LMS and weighing up the cost of staying against the risk of moving on.

We created this eBook to share what we have learned working with organizations who have faced the same choice. Inside, you will find the warning signs of a failing system, the steps to build a solid case for change, and a clear path through migration and implementation. Most of all, you will see that you do not need to go through this alone.



About Totara

Every day, we help organizations get more from their learning platforms by providing technology they can shape around their needs. Totara provides learning and performance systems used by more than 1,500 organizations and 21 million learners worldwide.

Our flagship platform, Totara Learn, supports compliance management, blended learning, collaboration, and detailed reporting. It integrates with tools such as Microsoft Teams, Zoom, and LinkedIn Learning, so learning fits naturally into existing workflows.

Totara is built to adapt to complex structures. Multi-tenancy and audience-based automation help large organizations deliver at scale while keeping local experiences relevant. Implementations, customizations, hosting, and ongoing support are provided by partners who understand local markets and industry requirements.

This is the experience behind the guidance in this eBook. It reflects what we see when organizations recognize that their LMS has reached its limits and decide to plan a change that leads to lasting improvement.

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Introduction:

When your LMS lets you down



Introduction:

When your LMS lets you down

Every organization has a story about the system that was supposed to make life easier but somehow made it harder. For many of us, our LMS is that system. What should be the backbone of learning often ends up acting like the weakest link.

And it's not just you. Only 9% of organizations say they're completely satisfied with their LMS. And according to Brandon Hall Group, more than a third are actively looking to replace their LMS, and almost half plan to do so within two years.

The cost of 'making do' with a system that no longer fits isn't only financial. Learners disengage. Compliance gets shaky. Reporting becomes a guessing game. And your learning team spends more time fixing problems than delivering value.

So why do so many leaders hesitate to move on? It's rarely because they think the system is great. It's because change feels messy. The sunk costs, the thought of migrating data, the worry that the next platform will be just as disappointing. It's easier to keep the current system than to risk a big switch. Until it isn't.

This eBook is here to make that decision easier. You won't find a lecture on what an LMS is – you already know that. Instead, we'll walk through:

- The signs your LMS is working against you.
- Why some organizations take the leap while others stall.
- A practical roadmap for discovery, vendor selection, migration and implementation.

The chapters ahead will help you decide when it's time to move on, and more importantly, how to make sure the next choice doesn't let you down.



1. Recognizing the problem

Signs your LMS is holding you back

If you spend more time working around your LMS than working with it, that's a warning sign. Here are some of the most common red flags we see when an LMS has outlived its usefulness.



1. Reporting that lacks insight
2. Outdated user interface
3. Compliance tracking failures
4. Excessive maintenance requirements
5. Poor system integration
6. Learners adapting to the system, not the other way around
7. Limited learning formats
8. Low learner engagement
9. Administrative overhead
10. Contract lock-in



Signs your LMS is holding you back

1. Reporting that lacks insight

Reporting should help you make informed decisions. If your LMS can only produce basic completion lists or outdated tables, it is not giving you the visibility you need. Without the ability to track progress across teams or connect learning outcomes to performance, reporting becomes administrative rather than strategic. It is no surprise that dissatisfaction with reporting is one of the top reasons organizations replace their LMS, with 83% of companies making a switch in the past five years, often due to poor analytics and usability.

2. Outdated user interface

When your LMS looks and feels dated, learners notice. An old interface signals that learning itself is outdated, no matter how good the content is. The result is people avoiding the platform altogether, preferring to ask colleagues or search online instead of using a system that feels stuck in the past.

3. Compliance tracking failures

Compliance training is not optional, and yet many LMSs treat it like an afterthought. When completion rates are too low to satisfy regulators, you are dealing with more than a technology issue, you are exposing the organization to risk.

One organization that faced this challenge was [Blind Veterans UK](#), a charity supporting ex-service personnel. Their training records were scattered and inconsistent, which made it almost impossible to track compliance properly. By moving to Totara Learn, they centralized their records and introduced automated reminders to keep staff on track. The change gave them full visibility ahead of audits and much greater confidence that essential training was being completed.

4. Excessive maintenance requirements

If your learning team spends more time patching, updating, and fixing than creating new learning, the system is holding you back. An LMS should enable your team, not consume their time with constant maintenance. They gave them full visibility ahead of audits and much greater confidence that essential training was being completed.



Signs your LMS is holding you back

5. Poor system integration

Your LMS may claim it works with your HR system, but the reality often falls short. Modern organizations need clean connections across HR, talent, and business systems. Anything less creates inefficiency and extra manual work.

6. Learners adapting to the system, not the other way around

A modern LMS should bend to your audience. When navigation feels like a maze and content access depends on patience, the experience teaches people to give up instead of lean in. Engagement matters here: 90% of L&D professionals say it is the single most important feature in an LMS, yet 72% still cite engagement as the top barrier in digital training programs.

7. Limited learning formats

Today's learners expect video, mobile access, and social features as standard. A platform that cannot deliver modern learning formats limits what your strategy can achieve.

8. Low learner engagement

When learners are more likely to Google the answer than log in, the LMS has lost credibility. Poor design, irrelevant content, or clunky access all chip away at trust until people stop bothering altogether.



Signs your LMS is holding you back

9. Administrative overhead

A platform that is complicated for administrators does not just frustrate your L&D team, it slows down the entire business.

Think of the common scenario: every time you bring on a new admin, they spend hours figuring out how to do what should be routine. A simple content upload turns into a support request, and reporting feels like piecing together a puzzle with missing pieces.

10. Contract lock-in

Being tied to a rigid, proprietary system with no room to grow is a slow-burn problem. At first it feels manageable, then a merger, rebrand, or compliance change comes along and suddenly you are stuck paying for expensive workarounds. Limited functionality is the top reason companies switch, with 42% citing it as their main driver, followed by inefficiency (15%) and usability problems (14%).



TOTARA TIP

Recognizing your threshold

Every leader has a threshold where minor issues become major obstacles. These signs indicate when your LMS has shifted from being a useful tool to becoming a barrier. The question is not whether these problems exist, but whether they are affecting your ability to deliver learning effectively. Understanding these warning signs helps you evaluate whether your current system still serves your organization's needs or whether it is time to explore alternatives. Next, we will look at what typically drives organizations to make a change.

This is the experience behind the guidance in this eBook. It reflects what we see when organizations recognize that their LMS has reached its limits and decide to plan a change that leads to lasting improvement



Why most organizations decide to move on

Organizations rarely decide to replace their LMS on a whim. The trigger usually comes from deeper challenges that are no longer possible to ignore.

In times of rapid change, businesses have to adapt quickly or risk falling behind. That reality is hitting every sector — from retailers shifting to online sales, to healthcare providers managing complex needs, to global companies trying to bring scattered workforces together. Learning sits at the center of all of it.



Why most organizations decide to move on

Some of the most common challenges that drive organizations to rethink their LMS include:

- **REGULATORY COMPLIANCE:** Training is not just about skills, it is also about proving that the right standards are being met and being able to show it when an auditor asks.
- **ONBOARDING AT SPEED:** New hires need to get up to speed quickly. A clumsy LMS that slows the process down creates costs and frustration.
- **SUPPORTING CHANGE:** Whether it is a new system or a shift in culture, learning platforms must help people adapt to change.
- **PRODUCT KNOWLEDGE AND SALES TRAINING:** When knowledge is outdated or inconsistent across teams, customers notice.
- **LEARNING IN THE FLOW OF WORK:** Today's workforce expects support that fits naturally into their day, not just formal courses.
- **REDUCING COSTS WHILE IMPROVING IMPACT:** Learning teams are under pressure to do more with less, and an LMS that makes delivery expensive or inefficient is a tough sell.
- **ENGAGEMENT:** Even strong content falls flat if the platform frustrates people or gets in the way of access.
- **REACHING BEYOND EMPLOYEES:** Many organizations now extend learning to partners, contractors, or customers. A system that only works for a closed, internal audience is no longer enough.

These challenges are not theoretical. They show up in day-to-day frustrations, in missed opportunities, and in the quiet realization that the current system is making things harder.

That is usually the point where leaders stop asking, "Can we manage with what we've got?" and start asking, "What would happen if we didn't?"



CASE STUDY:

What real change looks like

We have looked at why organizations eventually reach the point where their LMS is holding them back. But knowing the challenges is only half the story. What really matters is how those challenges are addressed in practice.

One of our customers, The Oxford Health NHS Foundation Trust is a good example. Their LMS was delivering training, but staff found it harder to use than it needed to be. Navigation was complex, dashboards were outdated, and reporting took more effort than it should.

Following a system health check with Totara, these issues were tackled head-on. Navigation was simplified, dashboards were redesigned with NHS design standards in mind, and reporting was made more intuitive. The result was a platform that staff found easier to use and managers trusted for insights. It also gave the Trust confidence that the system could fully support compliance and learning.

[Read the full story](#)



NHS
Oxford Health
NHS Foundation Trust



2. Preparing for change

Discovery: laying the groundwork

Before comparing platforms feature by feature, start by clarifying what your learning system needs to achieve and who it must serve. Many organizations rush into evaluating functionality without understanding how the platform will actually support their people and goals over time.

Ask early questions such as: Will employees use the available features? Can your IT infrastructure support them? Will the platform integrate with other systems? Involving learners and stakeholders from the start helps ensure the final choice works across the organization.



The key groups to involve in your decision-making process include:

END USERS

If learners do not find value in the platform, they will not use it. Include them in the selection process from the beginning to understand what they like about the current system and where it falls short. Their input can make the difference between adoption and avoidance.

IT/IS DEPARTMENT

Your IT team will focus on factors such as reliability, security, interoperability, and technical requirements. Engage them early to confirm the system will fit within your broader infrastructure. Their input can prevent unnecessary issues later in the project.

LEARNING DESIGNERS

This applies to your in-house learning designers and any outside vendors you work with. Often, they have a wealth of experience with various learning platforms, so ensure you're choosing a system that will give them the freedom to innovate and work with the learning content they create, not against it.

MANAGERS

Managers will need to track progress, monitor completion rates and control access, so make sure you understand exactly what they need from your new system to help support their everyday workflow.

ADMINISTRATORS

Think about the people who will actually be managing the learning platform on a day-to-day basis. Their satisfaction and ability to drive the system efficiently is key to the success of the platform.

SALES TEAM

The sales team may want specific features such as leaderboards and may want access for extended enterprise audiences outside your immediate organization.

LEADERSHIP TEAM

Leaders may request a more resource-based approach and the ability to support informal, peer-to-peer learning alongside formal activities.

COMPLIANCE TEAM

They are likely to want role-based assignment of content, granular reporting and robust certification of completion of mandatory training.

MARKETING

Marketing will want to know how they can customize the look and feel of the learning platform and can help out with any internal marketing campaigns to a successful deployment and sustained engagement.





TOTARA TIP

Looking beyond the feature list

A long list of features looks impressive in a sales demo, but in practice it often tells you little about whether the system will work for your organization. You do not need everything, and trying to use every feature can create unnecessary complexity. Instead of chasing features, focus on the real situations your system needs to handle and the problems it needs to solve.



Building the business case

Spotting the cracks in your current LMS is one thing. Convincing leadership to invest in a new one is another. A strong business case turns everyday frustrations into measurable impact, giving decision-makers a clear reason to act.

1. Presenting facts and figures

Start with what is easiest to prove: cost savings and productivity gains. An LMS that reduces admin work and automates reminders saves time and money. Add to that the ability to streamline training, introduce personalized learning plans, and give staff easier access wherever they are, and you can show how efficiency translates into better results.

2. Identifying relevant LMS KPIs

Metrics make your case harder to ignore. Consider including:

- **Onboarding efficiency:** How much time and cost are spent bringing new hires up to speed, and how could that be reduced?
- **External training costs:** What are you paying for outsourced training today, and what could be delivered in-house?
- **Training time:** How many hours are tied up in mandatory training, and what could be saved with better pathways or diagnostics?
- **Team productivity:** How much time does your learning team spend on repetitive tasks that could be automated or simplified?

These KPIs not only strengthen your argument but also give you a baseline to measure against once a new system is live.

3. Choosing the right system

The system you select will determine how much of that potential return is realized. The right fit will depend on your organization's priorities; whether that is usability, flexibility, or smooth integration with existing tools. If you are evaluating a specific platform, connect its strengths directly to your needs. If you are making a case for replacement more generally, be clear about the non-negotiables a new LMS must deliver.





TOTARA TIP

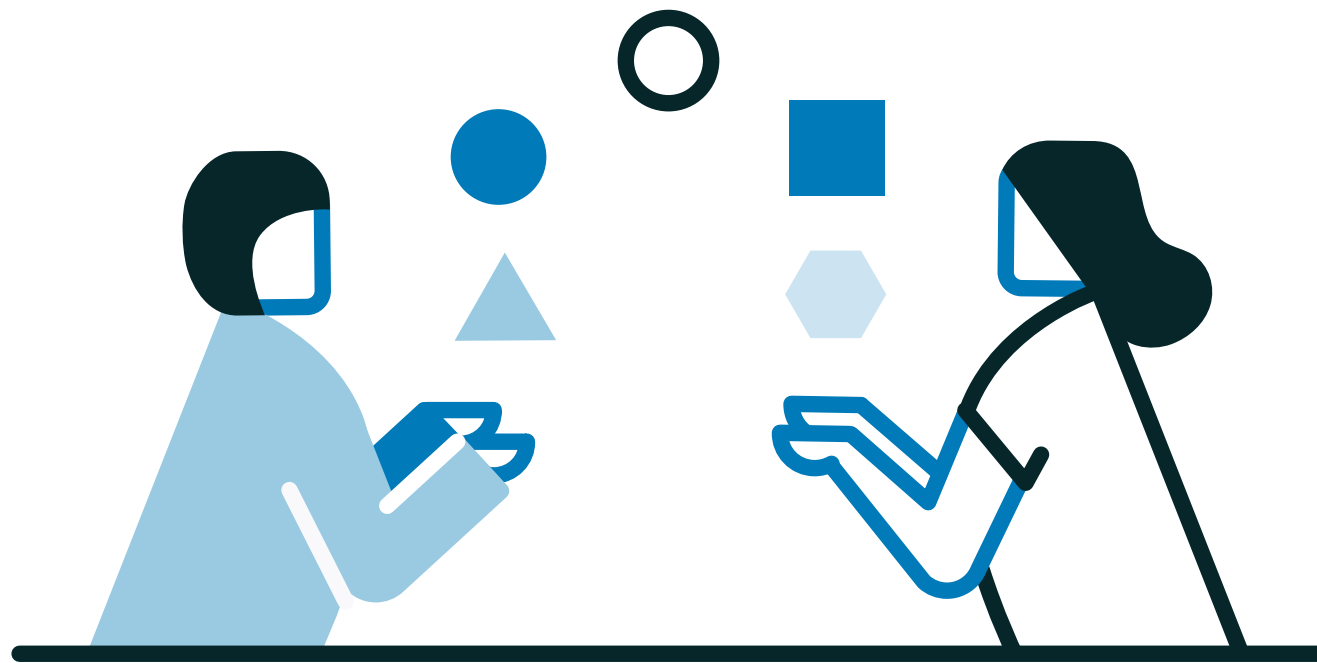
How we would organize the steps

If we were pulling together a business case for an LMS, this is how we would structure it:

1. Define your business objectives
2. Conduct a needs assessment
3. Gather the data that proves the gaps
4. Calculate the return on investment
5. Address objections before they come up
6. Present the case clearly and confidently

Every decision to replace an LMS comes down to financial value. A complete business case shows how the investment supports organizational goals and delivers measurable results. Missing or weak sections make it difficult for your CFO to see the return and approve the change with confidence.





Vendor selection & evaluation

Choosing a new LMS can feel like a significant undertaking for many organizations. It is understandable that some learning teams become fatigued by the process and decide on a system that feels “good enough.” In reality, “good enough” often leads to compromise and missed opportunities for growth.

The platform itself is only one part of the decision. Selecting the right partner to guide implementation and long-term support is just as important. It is worth taking the time to compare options carefully, as each vendor brings different expertise, working styles, and areas of specialization. What suits one organization may not be the right fit for another.

Our experts at Totara have put together a list of essential questions to ask your vendor before making any commitments to a new LMS. These cover everything from visual design to hosting and implementation.



Implementation

When you're procuring a new LMS, you need to know how the implementation process will work. Each learning technology partner will have a different approach, so asking these questions will help you understand if they're the right fit.

- How will you gather and capture our requirements?
- What are your data protection and IT security policies?
- Do you have the resources to undertake this work?
- Can you guarantee that you can meet our milestones?
- How will we keep up to date with your progress?
- How will we migrate any existing data?
- What are our QA processes?
- How will we log and track issues we find?
- What help and technical documentation will you provide?
- What do you need from us for a successful project?
- What are our mutually agreed measures for success?





Visual Design

The look and feel of your LMS is a vital way to cement your brand and to show your learners what they can expect from your system. Whether it's an informal, exploratory experience or a structured, formal program, these questions will help you get the visual design right.

- What does the scope for this project look like?
- How are our design requirements captured?
- Do we need to provide any design assets or will you create these?
- How many rounds of design edits are included?
- What accessibility standards will we work to?
- Which browsers and devices will be compatible with this work?
- What are your testing processes?
- Will there be a UX review?
- Will the theme or design be easy to maintain across system upgrades?



Hosting

Hosting is an often-overlooked part of the LMS procurement and implementation process, but it's important to know where and how the LMS will be hosted. Asking these questions will help you find the right solution for your organization.

- Where will the site be hosted?
- What are the server specifications?
- What steps are in place as part of your disaster recovery process?
- What is the backup schedule?
- What type of security measures and site monitoring is in place?
- What level of availability and uptime can we expect?
- How will you support integrations and data transfer between the LMS and other systems?
- Will any security and performance testing be performed?
- What is the process and schedule around upgrades and updates?
- What type of ongoing support is provided?





Training

Even the most experienced LMS administrators and managers can benefit from training when you're launching a new LMS. Get everyone up and running as quickly as possible by ensuring you know what training opportunities are available.

- How will LMS training sessions take place?
- Will you provide dummy data for us to test the system?
- Will we need to complete any pre-training reading or activities?
- Will there be follow-up training or activities?
- What sort of training environment will be provided?
- When will training be held in the implementation process?
- Which members of our team will receive training?
- What documentation will be available?
- What equipment will we need?
- Will trainees receive certification at the end of the training?
- Will you be available for ad hoc questions if we have further questions?



Support

Securing the right level of support is essential with any new LMS. Whether it's technical issues, customization requests or bugs, these questions will help you figure out what level of support you need to keep your LMS running smoothly.

- Will there be a one-off cost or will we pay on a case-by-case basis?
- Is there a limit on the number of support requests we can make?
- Will we receive support over the phone, via email or via online chat?
- What is the scope of our support package?
- Can we change our support package partway through the contract?
- What level of service will you guarantee?
- Will support be available in business hours only or 24/7?
- How can we track support requests?



Vendor evaluation: making a confident choice

You have built the case for change. Now comes the task of choosing a partner who can actually deliver it. This stage is about testing how well a platform and its vendor align with your organization's needs.

STABILITY AND ROADMAP

Start by checking how long the vendor has been active in the market and how often they release updates. A clear roadmap, upgrade policy, and customer references give you a sense of how stable and adaptable they are. Many LMS providers focus on improved user experience, collaborative tools like workspaces, and stronger mobile access. Look for this kind of steady progress to be sure the system will evolve alongside your organization.

IMPLEMENTATION SUPPORT THAT SHOWS UP

Success does not come from technology alone. Ask for the implementation plan with milestones, testing processes, and how issues will be managed. Documentation, training, and follow-up support should be part of the package. Integrations also matter. Check how well the LMS connects with your existing ecosystem.

REAL-WORLD USER EXPERIENCE

Do not accept a guided demo at face value. Put the system to the test with scenarios that reflect how your people actually work. Ask an admin to create a compliance program with certifications, trigger reminders, and build a report filtered by team. Have managers view team dashboards and learners navigate a course catalog.

SCORE AND SHORTLIST

Turn your discovery findings into clear, weighted criteria and use them to score vendors consistently. Include factors such as compliance management, reporting capability, personalized learning plans, mobile usability, collaborative features, and integration with HR systems. Bring IT, L&D, and compliance into the evaluation to capture the full picture. Once you have a shortlist, run a proof of concept with your own data and use cases to see how well the system really performs.



TOTARA TIP

Expert perspective

When the evaluation process feels collaborative and transparent, you are likely working with a reliable partner. Open communication, clear documentation, and a willingness to problem-solve together are signs of a vendor who understands the long-term nature of an LMS relationship.



Looking beyond features

Before we go any further, we'd like to share a quick reminder. We hope the previous chapter did not give the impression that selecting an LMS is only about counting features. Features matter, but the bigger picture is how well the system adapts to your organization's needs over time.

Many organizations fall into the trap of a "feature shootout" when comparing learning management systems. If LMS #1 has more features than LMS #2, then LMS #1 is chosen on this basis alone. But this is a mistake.

LMS #1 may have many more features, but LMS #2 may be a more flexible solution. If your LMS is adaptable, scalable and based on open technology, suddenly the number of features available out of the box matters a whole lot less. Anything you want, you can build yourself to your exact specifications, and not fit your learning into a restrictive LMS.

For instance, LMS #1 may allow you to manage 10 types of learner group out of the box, while LMS #2 only has five group types available in the core product.

However, with LMS #1, you are restricted to these 10 specific preset group types, which may not suit your organization's structure. With the more flexible LMS #2, you can work with developers to build your own additional group types, which better reflect your organization's infrastructure and teams.

So, instead of comparing learning management systems in terms of features and functionality, we should be comparing the level of flexibility available to us. Just because one set of features suit our needs today, what's to say they will still be suitable in a year?



CASE STUDY:

Strengthening performance

The process of discovery, evaluation, and vendor selection we have covered in this section is not theoretical. Organizations go through these exact steps when their current systems can no longer support their needs.

When SPAR, one of Europe's largest retailers, looked for a way to strengthen how it managed apprentice development, the organization realized its existing tools could no longer keep pace.

After evaluating potential solutions, SPAR selected Totara to bring all performance and development activity into a single platform. Working with a Totara partner, SPAR created a centralized approach that combined performance reviews, qualification tracking, and feedback cycles within one system.

The change gave managers real-time visibility into apprentices' development and the ability to provide structured, consistent feedback. Apprentices gained clearer insight into their progress and could upload external certifications, such as first aid and fire safety training, for verification and recordkeeping. With more than 94,000 users, Totara provided a scalable, unified solution that reduced administrative effort and improved the overall quality of development tracking.

Since implementation, SPAR has seen stronger engagement and more consistent feedback, with over 82,000 performance tasks created and more than 2,000 feedback processes completed each month. SPAR's experience demonstrates how the right system and partner can transform performance management across a large and diverse workforce.



[Read the full story](#)



3. Making the move

Planning the migration

Migration succeeds when it is planned in detail before a single record is moved. The roadmap is clear: know your content, clean your data, map your integrations, build a phased timeline, and bring your people with you.



Planning the migration

CONTENT AUDIT

Begin with your learning content. Review what you have, and separate it into three groups: keep, refresh, or retire. High-performing courses and resources stay as they are. Materials that are still relevant but outdated get updated. Content that nobody uses can be retired. This avoids clutter and ensures your new LMS launches with only the most valuable resources in place.

INTEGRATION PLANNING

Your LMS will not live in isolation. Identify which systems it must connect to and in what order of priority. HRIS for user data is usually the first link. Beyond that, consider whether your learning platform needs to connect with collaboration tools, performance systems, or payment gateways. Map these connections early so they are tested before launch.

DATA MIGRATION

Learning records, transcripts, certifications, and completions carry weight, so moving them safely matters. Define what needs to come across and map out the data fields between your current system and the new one. This is also the moment to clean up duplicates, fix errors, and confirm compliance requirements for data retention.

TIMELINE AND MILESTONES

A migration should not be one big switch. Break it into stages. Pilot with a small group first, then expand to larger audiences. Set clear milestones for content migration, integrations, data transfer, user acceptance testing, and signoffs. Build in buffer time. Delays are almost guaranteed, but it is better to plan for them than be surprised.

CHANGE MANAGEMENT AND COMMUNICATION

Even the best migration plan can stumble if people do not understand what is happening. Communicate early and often about why the switch is happening and what learners and managers can expect. Identify champions in each department who can spread the word, encourage colleagues, and give feedback during testing.



TOTARA TIP

How we would approach migration

We would not rush it. Start small, prove it works, then expand. Migration is less about moving data and more about building confidence in the system, in the process, and in the people who will be using it every day.



A sample migration roadmap

While every organization's journey is different, it helps to see what a realistic migration timeline might look like in practice. Here is an example plan taken from our experience of guiding teams through this process:

REQUIREMENTS CAPTURE AND REVIEW – 4 weeks

FEATURE DEVELOPMENT OR MODIFICATIONS – 4 weeks

CONTENT MIGRATION – 2 weeks

INTEGRATION DEVELOPMENT – 2 weeks

DATA MIGRATION – 1 week

USER ACCEPTANCE TESTING – 2 weeks

FINAL FIXES FROM UAT – 1 week

INITIAL ROLLOUT TO A PILOT GROUP – 2 weeks

CRITICAL FIXES BEFORE WIDER ROLLOUT – 1 week

PHASED ROLLOUT TO FULL AUDIENCE – 4 weeks



This kind of phased roadmap keeps the process manageable. It allows you to tackle a complex project step by step, with space to adapt if something unexpected comes up.



Implementation and enablement

After planning the migration, the next step is putting the system into people's hands.



Pilot first

Begin with a pilot group. This smaller rollout allows you to check that configurations behave as expected, integrations hold up under real use, and learners can actually complete the tasks they need to.

Choose your pilot group carefully. Include representatives from different departments, roles, and levels of technical ability. This diversity helps surface issues that might not appear in a more homogeneous test group. Set clear success criteria for the pilot phase, so you know what to measure and when to move forward.

Document what works and what does not during the pilot. Give pilot participants a clear way to report problems and provide feedback. Their input shapes the final rollout and helps identify training gaps before the full launch.



Training for each role

Administrators need to understand how to manage courses, users, and reporting. Managers need to know how to view progress and support their teams. Learners should be able to log in, find content, and complete activities without confusion.

Different roles require different levels of training. Administrators might need several sessions covering everything from user management to building reports. Managers typically need focused training on dashboards, team views, and assignment tools. Learners benefit from quick-start guides and short videos that get them up and running fast.

Make training materials available in multiple formats. Some people learn best from live sessions, others prefer written guides or video tutorials. Provide job aids that people can reference later when they encounter less common tasks. Consider creating role-specific quick reference guides that fit on a single page.

Schedule training close to launch, not weeks in advance. People forget what they learned if they cannot practice immediately.



Communication that prepares people

Technical work is only half the launch. People need to know why the change is happening, what will be different, and where to go for help. Put together messaging that answers those questions directly, and make sure it reaches staff before they encounter the new system for the first time.

Start communicating early. Let people know a change is coming well before the launch date. Explain the reasons for the switch in terms that matter to them. Create a simple support path. People need to know where to go when they have questions or problems. Whether that is a help desk, a dedicated email address, or an internal champion network.

Address concerns directly. Some people will resist the change regardless of how well you communicate. Acknowledge their concerns and provide specific answers about how the transition will work.



Adapting during rollout

No implementation is flawless. What matters is how quickly issues are identified and resolved. Use feedback from the pilot and early rollout to refine the system, fix any sticking points, and confirm that learners and managers are finding what they need.

Set up a process for tracking and prioritizing issues. Not every problem needs immediate attention, but you need a way to determine which ones do. Establish clear criteria for what constitutes a blocker versus a minor inconvenience.

Plan for additional support during the first few weeks. The early days of a new system generate the most questions. Whether through extra help desk coverage, roving support staff, or dedicated office hours, make sure help is readily available when people need it most.

Monitor usage patterns and completion rates. These metrics tell you whether people are actually using the system and whether they can complete their tasks. Drops in engagement or completion might signal problems that users have not reported directly.





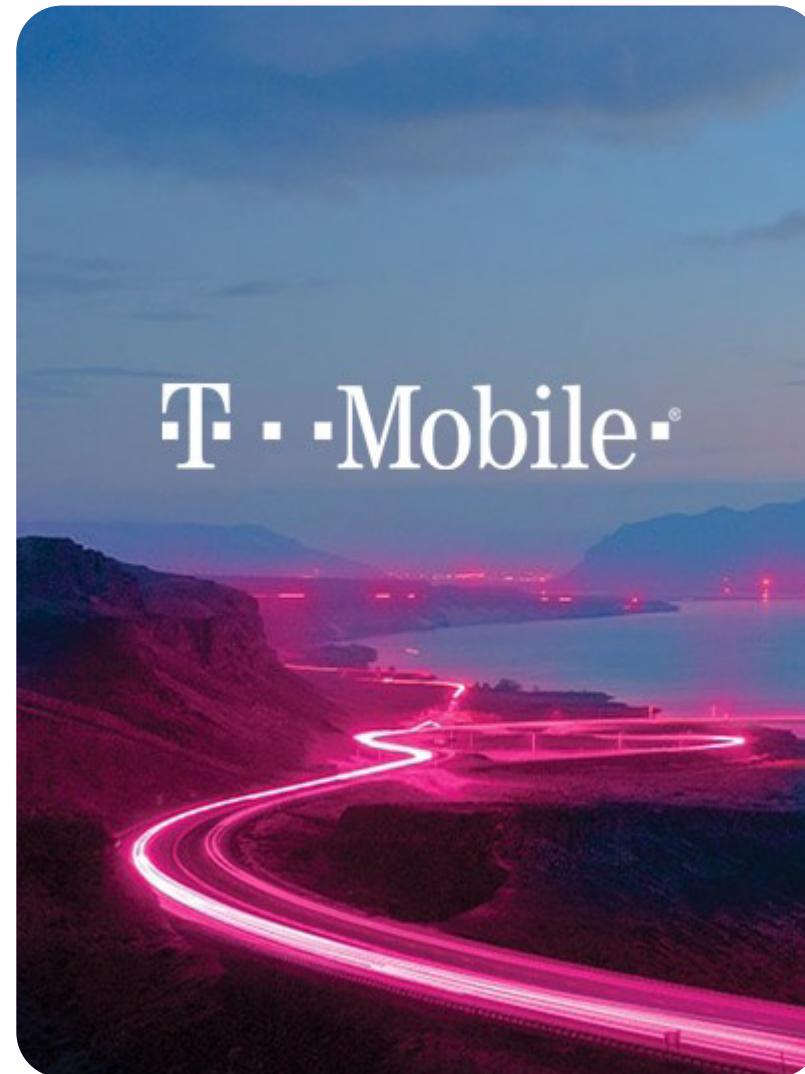
TOTARA TIP

Building lasting adoption

A launch is not a single moment. It is a series of steps that build confidence, from pilot to training to rollout. The technical work gets the system running, but the communication, training, and support work determines whether people actually use it.

Keep gathering feedback after the initial launch. Regular check-ins with key user groups help catch issues early and identify opportunities for improvement. With proper planning and support, a new LMS becomes part of how work gets done.





CASE STUDY:

Rapid rollout, lasting results

Planning thoroughly does not have to mean moving slowly. When the right steps are in place, a phased approach, clear priorities, and strong implementation support can deliver results even under tight timelines.

Odido, formerly T-Mobile Netherlands, needed to replace its outdated learning platform in just three months. The existing system could no longer support blended learning, detailed reporting, or the flexibility employees needed to manage their own development.

Working with Totara, Odido implemented Totara Learn in phases, focusing first on system design and branding, then on HR integration and single sign-on. The result was a unified learning environment that connected employees and partners across multiple systems without disruption.

The platform now supports Odido's core values of daring, ownership, and collaboration by giving employees control over how and when they learn, while encouraging peer-to-peer development. The successful three-month rollout showed how a clear plan, strong partnership, and well-defined priorities can turn time pressure into a catalyst for lasting change.

[Read the full story](#)



Conclusion:

The moment of decision





Conclusion:

The moment of decision

Choosing a new LMS is not a small decision. It touches compliance, onboarding, staff retention, and the ability to adapt when business priorities change. When the system works, it becomes an asset that supports growth. When it fails, it drains time, money, and attention from the things that matter most.

That is why adaptability matters more than counting features. An LMS should move with your business, not force you to work around its limits. And it is why the right partner is as important as the platform itself.

Throughout this guide, you have seen the warning signs of a failing system, the steps to build a solid case for change, and a clear path through migration and implementation. You have learned that you do not need to face this decision alone or figure everything out from scratch.

At Totara, we work with organizations facing this choice every day. Our platform is delivered through a network of certified partners who understand that every organization has different needs. Whether it is managing compliance across multiple regions, delivering training to extended enterprise audiences, or integrating with the systems you already use, Totara adapts to fit your requirements rather than forcing you to adapt to the software.

If your current LMS feels more like a liability than a partner, the real question is whether staying put is costing you more than moving on.

So, when it comes to your LMS, now you know if it's time to stay or to switch.



Want to see how Totara helps you move past the LMS challenges holding your organization back?

Get started with a no-obligation demo today.

[Book a demo](#)

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