



## Executive Summary

A cloud-native, high-performance payments platform designed to power scalable, secure, and future-ready digital transactions. In response to the growing relevance of artificial intelligence in digital transformation, we partnered with this fintech leader to develop immersive LMS experience.

## Client Profile

Industry: Fintech / Digital Payments

Description: A high-performance, cloud-native payments platform built to enable secure, scalable, and future-ready digital transactions.

## Business Challenge

The client wanted a smooth LMS experience to support internal AI certification. But we faced several technical issues that made this difficult. The LMS wasn't storing scores properly, and it only showed the most recent quiz attempt not the best one. Learners also couldn't start the module from the beginning after exiting. These bugs created a confusing and inconsistent experience, which could affect learner motivation and the overall certification process

## Objectives

- Ensure smooth LMS integration for AI e-learning modules with reliable tracking and assessment features
- Enable accurate recording and retrieval of learner scores, including highest attempt scores
- Resolve navigation and playback issues to ensure learners can start from the beginning when needed
- Support a frictionless, certification-ready experience with custom functionality where standard LMS features fell short

## Solution Overview

Although the course content and design were ready, we ran into multiple LMS issues mainly with assessments. The quiz included a timer and scoring logic that the LMS didn't support out of the box. So, we built custom solutions using JavaScript to make the timer work for each question. We also adjusted the backend setup to store the highest score, not just the last one. For the restart issue, we tweaked SCORM settings so learners could reopen the module from the beginning. These fixes helped make the learner experience smoother and more reliable.

## Implementation Details

- Timer Functionality: We created a custom JavaScript timer so each quiz question had its own countdown.
- Score Tracking Fix: We rewrote the score logic so the LMS records and shows the highest score, not just the latest.
- Playback Issue: We fixed the restart problem by updating SCORM resume settings and scripting logic.
- SCORM Compliance: We tested and adjusted SCORM settings to ensure everything worked well inside the client's LMS.
- Collaboration & Testing: We ran frequent tests, worked closely with the client, and fixed issues quickly to stay on schedule.

## Key Results

- Custom Timer Control – JavaScript-enabled per-question timer improved assessment integrity
- Accurate Score Storage – LMS now stores and displays the highest score across attempts
- Resolved Playback Bugs – Learners can now restart modules from the beginning reliably
- Certification-ready module – Prepared learners for internal AI certification with structured, clear content
- LMS Compatibility – Smooth SCORM integration ensured a frictionless learner experience
- Technical Problem Solving – Complex assessment issues solved through scripting and debugging
- Project Delivery – Issues resolved without extending timeline or compromising UX

## Testimonial

Partnering with the team was a fantastic experience. They quickly resolved complex LMS issues, delivered a smooth, certification-ready AI learning module, and exceeded our expectations with their technical expertise and collaborative approach.

– Learning & Development Manager

## Key Learnings

- Custom code can bridge LMS limitations: JavaScript and SCORM tweaking are powerful tools for tailoring functionality where out of the box LMS features fall short.
- Testing under real LMS conditions is vital: Problems often emerge only within the actual learning environment, making end-to-end testing essential.
- Assessment logic must be learner-focused: Tracking highest scores and enabling smooth retakes improve both learner confidence and assessment accuracy.
- Collaboration accelerates resolution: Ongoing communication with the client's technical team helped resolve issues faster and with greater precision.

## Impact at a Glance

+40%

Team Skill Growth

+100%

Client Satisfaction

+90%

Optimized Time Controls

+100%

Seamless LMS Integration