CASE STUDY · MAJOR INTERNATIONAL NETWORK × RISE UP

A training platform deployed ON TIME for a major international network

A major international network deployed a new training platform for its partner retailers and sales force, ON TIME and in full respect of the planning. GOAT LEARNING® led the build and continues to support the client in the Run phase.

Consulting | Integration | Run-Outsourcing

CLIENT
Major international network

SECTOR
Consumer services, partner retail network

ECOSYSTEM
Rise Up (LMS/LXP), integrated with the group's IT systems

SCOPE
Partner retailers, sales force and head office, in Europe

TIMELINE
Deployed ON TIME, in full respect of the planning

Context

Training partner retailers and the sales force is central to the network's growth, compliance and social responsibility strategy. Its legacy training platform was reaching end of life. Following a tender, the major international network selected an alliance between Rise Up and GOAT LEARNING®.

Challenge

The new platform had to fit into a demanding IT landscape: single sign-on across several portals, identity management, automated account provisioning, exchanges with the CRM and the data warehouse, exports and built-in support. All this with high requirements for security, traceability of regulatory training and migration of existing data.

What we did

GOAT LEARNING® led the build as integrator, as One Team with Rise Up, using SAFe, the agile method aligned with the client's standards, structured in six work packages.

1. **Design.** Kickoff, governance and RACI, functional and technical workshops with the group IT department (DSI) and the network's business teams, test strategy and interface contract.
2. **Build and migration.** Platform configuration and branding, migration of accounts, history and content, tested on a sample and then incrementally.
3. **Integration and testing.** Interfacing with the group's IT systems, end-to-end testing, business acceptance testing, administrator training and communication kit.
4. **Approval and rollout.** Production-like preproduction, performance, accessibility and security testing, go-live on time, then a service verification period.

KEY FIGURES

150,000
users in Europe

3
audiences: partner retailers, sales force, head office

SSO
single sign-on across several portals

ONE TEAM INTEGRATION

rise up

Rise Up and GOAT LEARNING® answered to the client together: one project team, joint steering with the group IT department (DSI) and the network's business teams, from design to deployment.

RESULTS

A platform deployed on time

BUILD

WP1

design: workshops, specifications and test strategy

WP2

build: configuration, data and content migration

WP3

IT integration and end-to-end testing

WP4

business acceptance and change management

GO-LIVE AND BEYOND

WP5

approval: performance, accessibility, security

WP6

rollout on time, in full respect of the planning

RUN

GOAT LEARNING® continues to support the client in the Run phase, with monthly committees

Scope delivered

- Joint steering from design to deployment with the group IT department (DSI) and the network's business teams
- Project method aligned with the client's standards: SAFe (Agile)
- Build led by GOAT LEARNING®, as One Team with Rise Up
- Migration of accounts, history and content
- Administrator training and communication kit

Value created for the network

- A modern platform for a major international network of retail outlets
- A rollout delivered on time, in full respect of the planning
- Simple access through single sign-on
- Regulatory training traced end to end
- GOAT LEARNING® continues to support the client in the Run phase

OUR THREE OFFERS

Consulting
Audit, scoping and design of the learning and talent architecture.

Integration ON THIS PROJECT
HRIS, LMS and TMS integration, data migration and flow automation.

Run-Outsourcing ON THIS PROJECT
LMS administration, support, reporting and continuous improvement.

Integrating a training platform into demanding IT systems?

Let us talk about your context, your constraints and your timeline.

Talk to an expert

emilie@goat-learning.com
www.goat-learning.com

© 2026 GOAT LEARNING®. All rights reserved.