

LMS for a Leading
Medical Transcription
Certification Company

Course, Exam, and Certification Portal for Medical Transcription



The Client

The client is an important and leading certification body for medical transcriptionists. They certify and qualify professionals in the healthcare industry who focus on accuracy and precision for transcription jobs. The client is an enabler in creating medical documentation, which is crucial for patient care in the healthcare industry. The client offers cultural-linguistic services to multiple sectors, such as healthcare, education, legal, and business. With their service, they bridge language and cultural gaps to ensure a seamless flow of critical medical information across industries.

Business Requirements

The client was managing a virtual campus, offering different types of course content for its students. To keep up with the latest technologies, the client wanted a complete transformation of their existing course offerings with a better and easier management system. They needed to upgrade the existing system with new integrations, accommodating new teaching and management systems. The primary requirement was to create an easy-to-use interface that is flexible and scalable.

The client partnered with MRCC to create a robust, scalable, adaptable, and flexible platform that could evolve with changing educational needs. The MRCC team worked on creating an LMS platform that provides personalized learning experiences for end users and enables easy access to content and analytics for administrators.

Challenges in Building Comprehensive Moodle LMS

MRCC had to adopt a multidisciplinary approach to transform an existing and functional virtual campus system into a coherent and adaptable learning environment. The team needed to create a technologically evolved educational system that meets current needs and scales up for future advancements. Some of the challenges in this transformation journey are:



Integrating new teaching and management systems with data mapping, APIs, and more

Careful infrastructural planning and resource allocation to accommodate diverse needs

Creating a flexible system architecture

Crafting an interface with expert UX design

Ensuring cross-platform compatibility of educational content



Optimizing system performance to handle increased data loads and user interactions

Implementing robust security measures like encryption, access controls, data protection, etc.

Ensuring data quality assurance despite data transformation and synchronization hurdles

Enforcing accessibility compliance to cater to learners with different capabilities

Adhering to educational and data privacy regulations like FERPA, GDPR, etc.

MRCC Solution: Moodle at its Best

The MRCC team leveraged the open-source Moodle LMS platform to customize the platform for the client's needs. The client already had a functional virtual campus, and the MRCC experts created the LMS platform with no business disruption. MRCC's LMS experts customized the Moodle platform to create a turnkey solution that supported the development, installation, and ongoing maintenance of the existing system. The focus was to create a platform that simplified user journeys and streamlined associated administrative tasks. The following new functionalities were added to the LMS:

User Registration

MRCC streamlined user registration processes for eligible courses, enhancing enrollment efficiency and accessibility.

eLibrary Integration

MRCC expanded the availability of learning resources for the client through sophisticated eLibrary functionality that enabled seamless course navigation. It also improved search capabilities to empower learners to find the educational materials they need quickly.

Self-Nomination

MRCC encouraged self-nomination for courses, reducing the administrative overhead. It promotes user autonomy and allows users to choose the courses they want to sign up for.

Payment Gateway Integration

Automating enrollment and financial transactions is a key aspect of the MRCC solution to create a full-fledged LMS platform. The integration of a secure payment gateway facilitates seamless transactions, which increases enrollment rates for the client.

Automated Certificate Generation

MRCC removed the manual need to create certificates for those who completed the course. The automated certificate generation engine recognizes and validates those who have obtained course credits. This provides learners with tangible proof of their achievements, which helps them qualify for various jobs.



MRCC Comprehensive Moodle Integration Workflow

01 No Automated Replenishment System

The MRCC project team started the work by defining scopes, objectives, and goals after brainstorming with the client. In the end, separate teams were formed for the development, installation, and maintenance phases.

02 Needs Assessment

MRCC completed a thorough requirements analysis with specific needs to identify key functionalities for the Moodle LMS.

03 User Registration Implementation

The MRCC development team created user registration modules to streamline the registration process and boost enrollment rates. The team also integrated self-nomination modules to give students autonomy to enroll in their favorite courses.

04 eLibrary Integration

MRCC Moodle experts customized Moodle LMS to create eLibrary modules with efficient search capabilities.

05 Payment Gateway

The technology experts at MRCC created a payment gateway with security compliance to accept payments from students in multiple currencies seamlessly.

06 Certificate Generation

MRCC custom-created Moodle module with personalized templates and client branding elements to automatically generate certificates for students who have completed their courses.

07 Moodle Installation

The Moodle experts at MRCC completed Moodle installation and configuration on designated sites with database connections, security measures, and specific Moodle configuration settings.

08 Testing and Quality Assurance

The MRCC QA team conducted comprehensive functionality testing, usability testing, and security testing to ensure cross-browser compatibility. The team identified and resolved bugs and issues for performance assurance.

MRCC customized Moodle LMS for production servers and monitored system performance. The team actively addressed emerging issues to assure business continuity throughout deployment.

MRCC Impact

MRCC's well-engineered solution catalyzed a positive change and unlocked unprecedented opportunities for the client. The user-centric design enables accessibility for all and improves enrollment rates for the client. The sluggish virtual campus was revamped into a modern learning system that promotes empowerment, progress, and continuous learning for the students. Some of the impacts of the MRCC solution are:

Seamless user adoption as the user base increased to 45,000 students and 4,000 professors

Client growth rate increase of 20% due to the rapid scalability and adaptability of the virtual campus

Accelerated academic expansion as the client upgraded to 10,000 active classrooms per academic year to meet the growing demand

The virtual campus as a high-demand resource, with more than 80 million pages accessed per month

The client's successful pioneering of its 24x7 virtual campus, delivering excellent performance, uninterrupted access, and seamless availability of educational resources

MRCC's collaboration with the client proved that innovation breeds a positive change in business growth. The transformative solution equipped the client to gain a competitive edge and become a leading training and certification body for the healthcare industry. The client expanded their course offerings, increased their user base, mobilized administrative resources, and achieved continuous growth with MRCC Moodle LMS deployment and customization.

MRCC Group Offices

Boston | Santa Clara | Orange County | Sydney | Mumbai | Chennai | Delhi