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# LMS Buyers Checklist

for retail leaders



# Current LMS assessment



Reflect on the strengths and gaps in your current LMS

| Area                    | Assessment Question  | Yes/ No                  | Notes |
|-------------------------|--|--------------------------|-------|
| <i>User experience</i>  | Is the LMS intuitive and easy for all user types (admins, learners, SMEs)? | <input type="checkbox"/> |       |
| <i>Engagement</i>       | Are users regularly engaging with training content?                        | <input type="checkbox"/> |       |
| <i>Reporting</i>        | Does it provide robust reporting and analytics?                            | <input type="checkbox"/> |       |
| <i>Content support</i>  | Does it support SCORM, xAPI, video, microlearning, etc.?                   | <input type="checkbox"/> |       |
| <i>Tech limitations</i> | Are you facing downtime, loading issues, or outdated UX?                   | <input type="checkbox"/> |       |
| <i>Support</i>          | Is vendor support timely and knowledgeable?                                | <input type="checkbox"/> |       |
| <i>Cost</i>             | Is the ROI aligned with your learning goals?                               | <input type="checkbox"/> |       |

# Core requirements

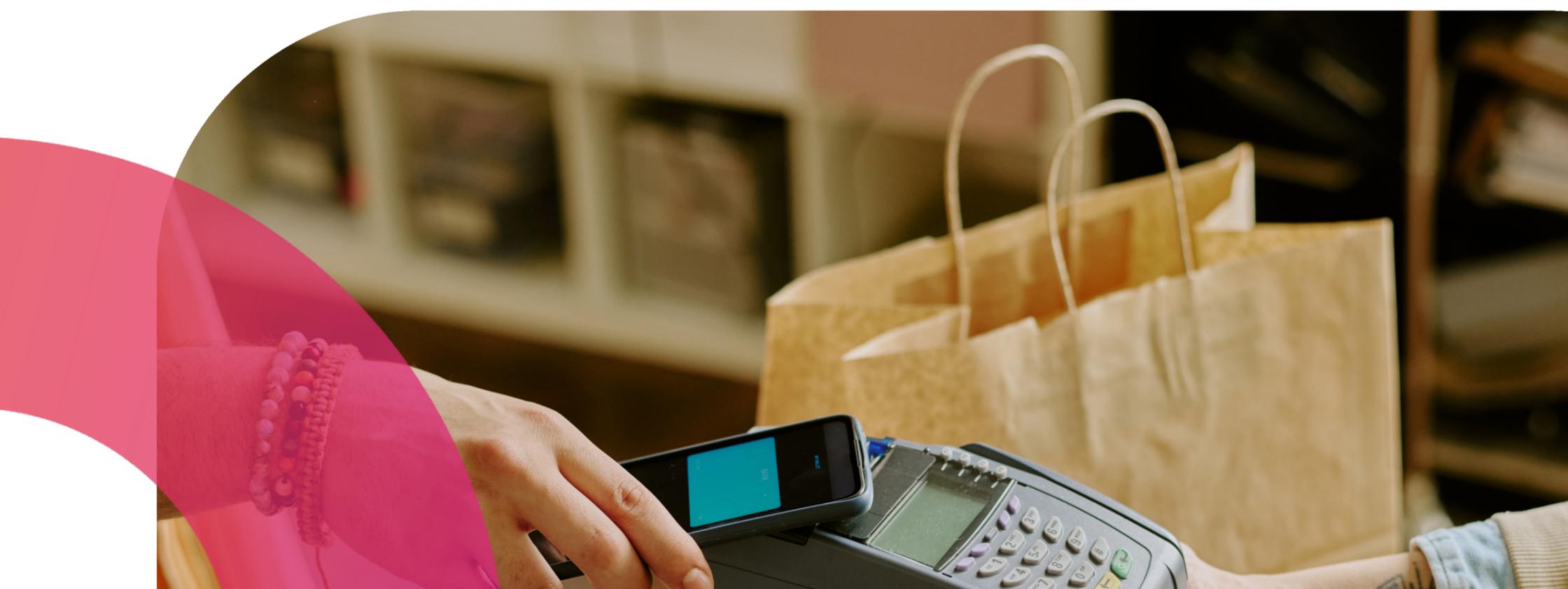


| Requirements  | Priority            | Must have?               | Notes |
|---|---------------------|--------------------------|-------|
| <i>Easy user onboarding<br/>(admins + learners)</i> | <i>High/Mid/Low</i> | <input type="checkbox"/> |       |
| <i>Customisable branding</i>                        | <i>High/Mid/Low</i> | <input type="checkbox"/> |       |
| <i>Mobile accessibility</i>                         | <i>High/Mid/Low</i> | <input type="checkbox"/> |       |
| <i>Learning paths/<br/>curriculum builder</i>       | <i>High/Mid/Low</i> | <input type="checkbox"/> |       |
| <i>Gamification</i>                                 | <i>High/Mid/Low</i> | <input type="checkbox"/> |       |
| <i>Built-in content authoring</i>                   | <i>High/Mid/Low</i> | <input type="checkbox"/> |       |
| <i>Integrations</i>                                 | <i>High/Mid/Low</i> | <input type="checkbox"/> |       |
| <i>Reporting and data<br/>export options</i>        | <i>High/Mid/Low</i> | <input type="checkbox"/> |       |
| <i>API access</i>                                   | <i>High/Mid/Low</i> | <input type="checkbox"/> |       |
| <i>User segmentation</i>                            | <i>High/Mid/Low</i> | <input type="checkbox"/> |       |
| <i>Certification and<br/>compliance tracking</i>    | <i>High/Mid/Low</i> | <input type="checkbox"/> |       |

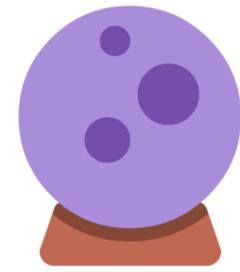
# Retail considerations



| Feature                                 | Why it matters                              | Required?                | Notes |
|---|---|--------------------------|-------|
| <b>Offline access</b>                   | Useful for in-store training                | <input type="checkbox"/> |       |
| <b>Multilanguage support</b>            | Supports diverse teams                      | <input type="checkbox"/> |       |
| <b>Performance-based learning paths</b> | Connect training to business goals and KPIs |                          |       |



# Scalability and future proofing



| Consideration                          | Question                                       | Must have?               | Notes |
|--|--|--------------------------|-------|
| <b>Scales to 10x current users</b>     | Can the LMS grow with us?                      | <input type="checkbox"/> |       |
| <b>Modular features</b>                | Can you add or remove functionality as needed? | <input type="checkbox"/> |       |
| <b>Multi-region/server support</b>     | For global orgs                                | <input type="checkbox"/> |       |
| <b>AI or adaptive learning roadmap</b> | Forward-looking capability                     | <input type="checkbox"/> |       |

# Vendor and support evaluation



| Questions   | Yes / No                 | Notes |
|---|--------------------------|-------|
| <i>Do they offer a sandbox or free trial?</i>                     | <input type="checkbox"/> |       |
| <i>Is implementation supported (onboarding, migration)?</i>       | <input type="checkbox"/> |       |
| <i>What's their SLAs and uptime guarantee?</i>                    | <input type="checkbox"/> |       |
| <i>Are customer reviews positive and relevant to your sector?</i> | <input type="checkbox"/> |       |
| <i>Is pricing transparent and predictable?</i>                    | <input type="checkbox"/> |       |



## Final steps checklist

Here are 6 final steps that will help you complete your LMS buyer checklist

- ✔ Conduct stakeholder interviews (store managers, regional managers or heads of ops)
- ✔ Gather feedback on current LMS pain points
- ✔ Prioritise 5–7 "non-negotiables"
- ✔ Demo at least 3 platforms
- ✔ Map features to goals using this checklist
- ✔ Pilot test with a small group

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# Get in touch

We pride ourselves on putting the needs of our customers first, and creating innovative solutions that solve their biggest challenges.

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