

From Breakdown to Breakthrough

How Happiest Minds Helped a Global University Press Fix Their Learning Tools Interoperability Integration and Improve Learning Outcomes

The Challenge





To distribute digital resources, the customer had built a home-grown platform that integrated directly into institutional Learning Management Systems (LMS). This allowed students and educators to access content seamlessly within their academic environments.

The tool was also linked to a third-party assessment system to support high-stakes examinations. It followed the Learning Tools Interoperability (Learning Tools Interoperability) v1.1 standard by 1EdTech and supported the following:

- 1 **Single Sign-On (SSO)**
- 2 **Grade synchronization**
- 3 **Content linking**

In 2022, the customer decided to upgrade the tool to LTI Advantage-the latest version of the standard.

They engaged a well-known IT/ITES vendor for the upgrade. But soon after, several issues emerged:

-  The vendor couldn't manage the technical depth required for Learning Tools Interoperability Advantage
-  Integration began failing across multiple touchpoints
-  Critical features broke, disrupting user experience
-  Institutional adoption slowed due to repeated functionality breakdowns

To resolve these challenges, the customer brought Happiest Minds on board.

About the Customer

The customer is one of the largest university presses in the world, known for publishing trusted academic and educational content for institutions across the globe.

Their content spans a broad educational spectrum, ranging from textbooks and journals to digital learning tools. Over the years, they've built strong partnerships with technology providers to make their offerings accessible in a wide variety of formats.

Today, their products and services are available in nearly 100 languages, serving learners and educators in every corner of the world.



The Solution

We started with a detailed discovery workshop to gain a clear understanding of the existing setup and the challenges it was facing.

With our expertise in EdTech and interoperability standards, our team mapped the root causes quickly and moved towards fixing the issues.

In a local environment, we:



Replicated the tool and its integration flows



Diagnosed the failures and corrected the underlying code



Applied the necessary updates to align with Learning Tools Interoperability Advantage requirements



Ran rigorous test cases across all Learning Tools Interoperability-supported workflows

Every aspect, from login to grade sync, was tested to ensure stability and performance.

Once complete, we handed over the updated solution to the customer, along with documentation and detailed test results.

The Benefits

The upgraded tool, now compliant with Learning Tools Interoperability Advantage, delivered a smoother and more efficient experience for institutions and users.

1

Interoperability made data exchange simpler, reducing manual effort and admin overhead

2

Accessibility tools integrated effortlessly, creating a more inclusive environment for learners

3

Educators and students could use a unified platform with fewer technical disruptions

The improved tool helped the customer meet modern learning expectations while supporting global scalability.



www.happiestminds.com

About Happiest Minds Technologies

Happiest Minds Technologies Limited (NSE: HAPPSTMNDS), a Mindful IT Company, enables digital transformation for enterprises and technology providers by delivering seamless customer experiences, business efficiency and actionable insights. We do this by leveraging a spectrum of disruptive technologies such as: artificial intelligence, blockchain, cloud, digital process automation, internet of things, robotics/drones, security, virtual/ augmented reality, etc. Positioned as 'Born Digital. Born Agile', our capabilities span Product & Digital Engineering Services (PDES), Generative AI Business Services (GBS) and Infrastructure Management & Security Services (IMSS). We deliver these services across industry groups: Banking, Financial Services & Insurance (BFSI), EdTech, Healthcare & Life Sciences, Hi-Tech and Media & Entertainment, Industrial, Manufacturing, Energy & Utilities, and Retail, CPG & Logistics. The company has been recognized for its excellence in Corporate Governance practices by Golden Peacock and ICSI. A Great Place to Work Certified™ company, Happiest Minds is headquartered in Bengaluru, India with operations in the U.S., UK, Canada, Australia, and the Middle East.

To know more about our offerings. Please write to us at business@happiestminds.com