



Safe Management Group

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An Intro

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Safe Management Group (SMG) is a Training and Consultation company based in Oakville, Ontario, Canada. SMG has been providing a variety of external training programs with a focus on staff and client safety since 1991. We specialize in Crisis Intervention and Workplace Violence training and have trained over 100,000 staff.

Our training programs have been developed by a team of professionals; Psychologists, Behavioural Therapists and world renowned physical intervention specialists to ensure the unique needs of individuals are understood.

The training challenge

For several years we used a different LMS that we hosted and maintained. Although it initially met our needs, it was becoming increasingly apparent that we needed a LMS that could grow with our company. In addition, our previous LMS was experiencing software difficulties, which due to customization issues, could not be easily remedied. After discussion, we decided to pursue a cloud-based system; it was attractive given that the host provided maintenance and tech support for the similar issues that we were having to troubleshoot previously ourselves.

Why TalentLMS

TalentLMS customer service was excellent. From initially investigating different systems right through to point of purchase, TalentLMS reps made the process understandable and easy. TalentLMS has been very easy to administer with minimal effort.

The process of adding courses, content and uploading users is incredibly simple, compared to our previous LMS. We currently use TalentLMS

Why TalentLMS (cont.)

to host several online training programs that our clients purchase. We control who receives the course and how they register. Report functions are very good and again, simple to navigate.

I'm happy to say that since using TalentLMS since April 2016, we have had no downtime with our online courses. Any minor issues that have occurred, have been quickly responded to and rectified by TalentLMS customer service reps. My customer service rep has been very helpful and responds to any of my inquiries within a 24 hour period; usually much sooner. In the end, we've been very happy with our purchase of TalentLMS and would recommend it to others.

Wade McKone

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