

The 20 Point LMS Buyer Checklist for UK SMEs

Print & tick as you run through the list

Checklist Item	Yes	No	Notes
Success goals defined (3 measurable outcomes)			
Audience & scale (now/12 months; external/contractors?)			
Must-have use cases ranked (onboarding, compliance, CPD, assessments)			
Content inputs (SCORM/xAPI, video, PDFs, live sessions, authoring)			
Assessments & certificates (retakes, expiry, auto-renew rules)			
Reporting & KPIs (manager dashboards, CSV export, schedules)			
UK compliance fit (GDPR, audit trail, CPD hours, e-signatures)			
Accessibility (WCAG 2.1 AA/PSBAR, captions/transcripts, keyboard)			
Data residency & security (UK/EU, SSO/MFA, encryption, ISO 27001)			
Integrations (Microsoft 365/Teams, HRIS, CRM/ecommerce, webinar)			
Identity & SSO (Entra ID/ADFS/Okta, JIT provisioning, role mapping)			
Automation (enrolment rules, learning paths, nudges, recertification)			
Mobile & UX (responsive, offline tolerance, branding)			
Admin effort (hours/week, content updates, RACI owners)			
Support & SLAs (UK hours, response/resolution targets, named CSM)			
Implementation plan (6-10 weeks, pilot cohort, go-live criteria)			
Migration scope (users/history/certs, mapping, test plan)			
Pricing & TCO (3 year line items, contingency)			
References & proof (UK sector case studies, pilot/sandbox results)			
Risk & exit (data export/backups, contract term/flex, lock-in plan)			

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