Whānau Āwhina Plunket

New Zealand's largest not-for-profit provider of support services for the health and wellbeing of children under five years, and their families.

Plunket provides nation-wide services such as nurse appointments, community services, education in schools, and more. Their network includes educators, nurses, midwives, and program managers, who require access to reliable, training and professional development at scale.

whānau āwhina
plunket

intuto

The Challenge

Plunket was seeking a new LMS that could meet their specific reporting, integration, and learner engagement requirements. They wanted to:

- Offer students aged 14 and over, access to the certified online babysitting course
- Deliver accessible, consistent training to a large, dispersed team
- Simplify onboarding, assessment, certificate management, and ongoing reporting across multiple roles and programs.

The Solution:

Intuto assisted Whānau Āwhina Plunket to address these challenges through:

- Flexible online course and assessment tools that enable content to be added or edited quickly - up to 36 new or edited courses in one month
- Robust reporting and analytics, with custom dashboards and easy access to usage statistics for learners and managers
- Customizable certificate features, user management, and integration support for feedback and learning logs
- Easy access to learning content for volunteers, external providers, and students
- Dedicated onboarding and ongoing customer support to help with technical issues (e.g. SCORM uploads, certificate edits, troubleshooting enrolment or course links), and provide guidance on best practices for managing such high user volumes.

The Results

- Time Saved: Editors and managers can resolve issues quickly with less reliance on external support
- Consistent Scalability: Intuto LMS effectively supports large, organization-wide rollouts with 800–1,300+ new users in busy months
- Improved Support: Rapid responses, successful resolution of technical queries, regular "Health Checks" and proactive outreach from Intuto.

Why Intuto?

- Scalability: Ability to support thousands of active users, with flexibility to grow in line with Plunket's evolving needs
- Affordability
- Administrative Control: The detailed reporting, bulk enrolment, group editing, and flexible certificate management, outperformed previous LMS options
- Support: Personalised onboarding, effective troubleshooting, and an ongoing partnership with Intuto's customer success team.

"Setting up an account and accessing your learning resources is a breeze with tokens! They make everything quick and easy, saving you valuable administrative time.

The customer support is amazing! The Intuto team is super responsive and always gets back to us quickly. It makes the whole process even smoother!."

PLUNKET 2025

Find out more and request a demo at:
Intuto.com or scan the QR code.
Email: support@intuto.com

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