

# talent lms & e-Learning Managed Services



Providing ongoing support for your  
Learning Management System (LMS) & Content

## Managed Services Support

Acting as an extension of your team, Tugela People provides a wide-ranging support service to ensure that you make the most of your Digital Learning: from implementation to managing and optimising the use of your learning management system, promoting learner engagement and sourcing, enhancing, adapting and improving your digital content.

When you engage with our Managed Services division, we provide you with the expertise to make your LMS and digital content work for you.

Whether you are a small company without the necessary support staff or a larger organisation that lacks the exact skills and expertise to get the most out of your LMS content, Tugela People's Managed Services can provide you with the support and guidance you need.

We provide a flexible, full-service to meet your ever-changing needs.



## TalentLMS Implementation service

To ensure that TalentLMS meets your requirements and expectations, why not take advantage of our set-up, configuration, integration and content service?

Firstly, we will determine what features and advanced functionality you require (through our requirement gathering process) and then set up and customise your TalentLMS for your organisation. This includes the bespoke branding of your portal & content (look and feel), setting up of courses, importing of your user data & completing any integrations.

Our consultants will provide all relevant training and coaching on any aspects of the system you require including system use, course set-up and producing reports and dashboards. You will also be provided with the relevant induction materials.



## Post Implementation Support

### Helping you to make the most of your TalentLMS

Once your TalentLMS is up and running, Tugela People will provide you with ongoing support through our established Managed Services division. This ensures that your online training platform is streamlined and continues to meet your organisational requirements.

Working in partnership with you we provide an ongoing support service above and beyond the standard TalentLMS (Epignosis) support.

The support provided includes:

- Troubleshooting of issues
- Raising of cases with TalentLMS (Epignosis) on your behalf, if required
- Performing day to day system tasks
- Advising on new features and functionality
- Additional configuration/enhancements
- Developing new content
- Enhancing existing content
- Sourcing suitable content
- Setting up and running reports



## Support Packages

Depending on the needs of your organisation and the level of support you require, there are four different support packages available:

### 1 Standard Support

This is support provided on an ad hoc basis at a fixed hourly rate. System support (content is excluded) is provided via email from tickets raised by the client.

### 2 Standard support on a retainer basis

This is support provided on an ad hoc basis at a reduced fixed hourly rate. System support is provided via email from tickets raised by the client. We meet on a quarterly basis to discuss your needs, review systems improvements, content development and recent system updates to TalentLMS.

### 3 Intermediate support

System and content support is provided via email and telephone and allows for up to 5 hours of support a month. Additional support outside of these hours can be purchased at a fixed hourly rate.

The support provided includes:

- Functionality not working as expected
- Error messages
- Answering “How do I ...?” questions
- Regular Tugela People Managed Services reports to review usage of the TalentLMS and review any open cases/ issues
- Best practice guidance and updates
- Advice on how to take advantage of functionality available with new releases of TalentLMS
- Assistance with the loading of data into TalentLMS
- Guidance on how to get the most out of the analytics capability within TalentLMS
- Content enhancement and customisation
- Manage and support integrations
- Quarterly review meetings to discuss your ongoing/new needs, review systems improvements, content development and recent system/talent library updates.

### 4 Premiere Support

This provides the same level of email and telephone support as outlined above in the Intermediate support package but allows for up to 10 hours of support a month. Additional support outside of these hours can be purchased at a fixed hourly rate.

# Additional Managed Services Offerings



## Course Content Curation

To achieve your organisation's e-Learning goals, content is king! The content you present needs to be engaging, informative, and interactive and will determine the efficacy of an e-Learning course. The more relevant, engaging, and interactive your course is the higher its efficacy.

Tugela People provide a complete and extensive e-Learning service to assist you in producing bespoke learning material that delivers on your desired outcomes and helps you to achieve your company goals. This includes enhancement, adaption and/ or digitalisation of current course materials to make them suitable for your LMS platform.

Additionally, we can provide access to generic course material, sourced from 3rd party suppliers to meet your training needs. These can also be customised to meet your needs.



## Temporary Admin Cover

If you require temporary admin support for the management of your TalentLMS to cover a short term period of absence due to study leave, parental leave etc, we can provide you with this service. The Managed Services team will provide system support, assist with & work to resolve any system queries, in addition to managing and addressing any questions that are raised directly or via your internal system support mailbox.



## System Health Check.

With extensive experience in implementing and supporting systems globally, we know what "good" looks like.

This is an opportunity for our expert consultants to take a deep dive into your LMS and examine any areas of potential improvement or inconsistencies. From this we will propose corrective actions and suggest enhancements as appropriate. The process looks at your current set-up as well as industry best practices and identifies how to ensure the system meets your changing business needs.

You'll get a full list of recommendations, with proposed actions, to help you bring your system up to optimum effectiveness. This process often highlights training needs, that will help to increase user productivity and employee engagement.

By partnering with Tugela People, you're assured of the best and most cost-effective LMS, with the confidence that your online learning is professionally implemented and managed.

To discuss your requirements and find out more about our support services, please contact us on tel +44(0)1908 030360 or email: [info@tugelapeople.com](mailto:info@tugelapeople.com)