

# talent lms and e-Learning Managed Services



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

### Managed Services Support

Providing a flexible, full service to meet your ever-changing requirements.

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:

- Implementation of your Learning Management System (LMS),
- managing and optimising the use of your LMS,
- promoting learner engagement and
- sourcing, enhancing, adapting and improving your digital content.

When you engage with our managed services team, 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, we can provide you with the support and guidance you need.



### 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.

# Managed Services Support Packages

Helping you to make the most of your TalentLMS

Once your TalentLMS is up and running, we can 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 (Epiagnosis) support.

Depending on the needs of your organisation and the level of support required, two different support services are offered.

1. **Retained Support** based on annual retainer, and
2. **Support bundles**, based on a set number of hours over a predetermined period of time

## Retained Support

The support provided includes:

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

1

### Standard Support

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

2

### Standard Support (Retained)

Provided on an ad hoc basis but at a reduced fixed hourly rate. System support is provided via email from tickets raised. Quarterly meetings are held 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.

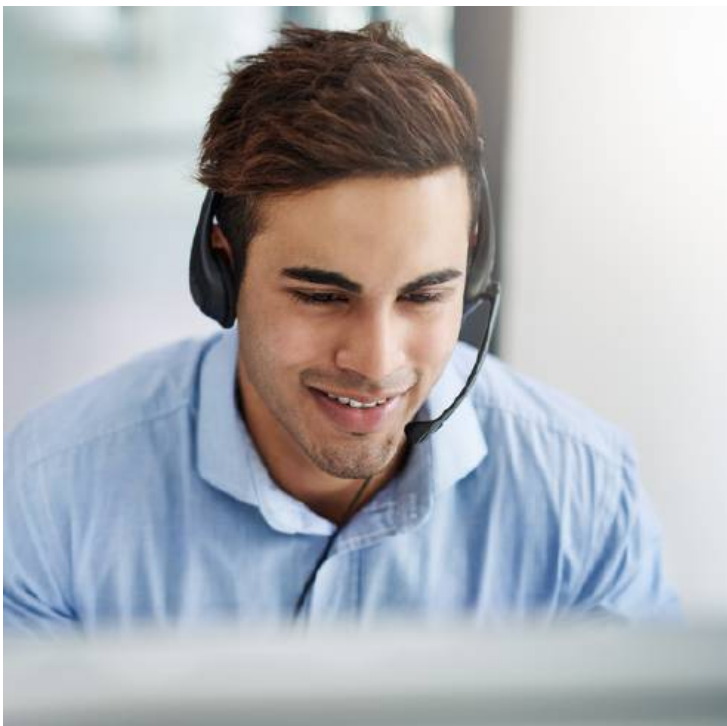
The support provided includes:

- Functionality not working as expected
- Error messages
- Answering “How do I ...?” questions
- Regular reports to review usage of TalentLMS and 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/TalentLibrary updates.

4

### Premiere Support

Provides the same level of email and telephone support as outlined in the intermediate support package above 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.



## Support Bundles

Instead of committing to a monthly fixed fee, you can purchase pre-paid packages on a smaller scale based on the anticipated required hours of support. You decide how much support you need and how you use it.

You will receive an ongoing service above and beyond the standard TalentLMS support by engaging with us. We will act as an extension to your training team, providing support on:

- Troubleshooting of issues
- Performing day-to-day system tasks
- Advising on new features and functionality
- Additional configuration/enhancements
- Developing new content
- Enhancing existing content

Managed services can be used on an “as and when required” basis, negating the need to set up an SOQ agreement for each piece of work. Your issues can be quickly resolved by a consultant who knows your needs and system setup.



The support provided in any given month will be limited to 4 hours. However, additional hours can be requested in any given month, subject to approval and availability.

Requests for additional time will be reviewed on a case-by-case basis, and we will endeavour to accommodate these. However, we recommend using the allocated time within the agreed time frame to avoid disappointment.

Any services deemed out of the scope of the support bundles contract (significant system upgrades that traditionally fall under a short order queue (SOQ) agreement) will be treated as a separate project and will be scoped out and billed separately.

### Bronze/Silver/Gold/Platinum support options

Depending on your requirements, you can select a support package that suits you:

	Bronze	Silver	Gold	Platinum
Support hours per year	12	24	36	48

Payment is required in full at the start of the contract. Clients have 12 months to use the agreed hours from the contract's start date.



# 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.

We 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 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 organisational requirements.

## Temporary Admin Cover



Do you require temporary admin support for the management of your TalentLMS to cover a short-term period of absence, such as study or parental leave? Our managed services team can provide you with this service. We will provide system support, assist with and work to resolve any system queries, and manage and address any questions 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. In addition, 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)