SkillSoft’s service philosophy is built on supporting customers in the achievement of their success. Our entire global organization stands behind the goal of unparalleled service for the life of the relationship. As one of the largest and most experienced service organizations in the industry, SkillSoft is well positioned to support your wide range of needs.

You can feel secure in the knowledge that SkillSoft offers experienced, reliable and accessible professionals to support your efforts in designing, implementing and continuously enhancing a solution that meets the learning objectives of your organization.

The core program support services provided by SkillSoft, represented by our Learning Consultants, Customer Support and Application Engineers, are a fundamental value-add to your SkillSoft relationship. These teams deliver the foundational service and advice to help you establish your general strategy for deployment and adoption of learning.

When your program requires additional expertise and personnel for customization and execution, customers can contract for applied resources through our Solution Services and Custom Development teams.
Consulting Services

Optimize complex corporate learning programs

Today’s learning professionals are faced with the challenge of delivering complex learning programs to diverse global audiences. You need to blend formal and informal programs that support strategic business initiatives, and integrate an array of content types into multiple delivery systems. Also, you need to measure these programs in ways that demonstrate business value. Ambitious learning programs with strategic business impact are driving an increased need for services at every point in the learning life cycle.

Investment in Consulting Services

SkillSoft maintains the industry’s largest, most experienced customer facing staff that average eight to 10 years of experience in learning management. While many in the industry are downsizing service offerings, SkillSoft continues to invest in our support resources, expanding our core capabilities and our services workforce.

At the core of SkillSoft’s services offering is the global Consulting Services team, comprised of personnel who are experts in every aspect of learning program strategy. Our Consulting Services team is comprised of:

- Certified Learning Consultants who advise on program design to meet business objectives, recommend marketing and communications strategy, and partner to design value measurement processes to demonstrate progress against performance metrics.
- Deployment Consultants who execute SkillPort® site design and configuration; manage customer deployment projects, site version upgrades and enhancements.
- Project Specialists who deliver administrator training, develop program support tools and fulfill project service requests.

Consultant certification

SkillSoft is the first company in the industry to certify our learning consultants based on demonstrated competence in our strategic learning methodology. You benefit from years of combined experience and consistent best practices through a cohesive partnership with a certified learning consultant.

SkillSoft Learning Methodology

The strength of SkillSoft’s services reputation is based on the fact that we have a standard process of support on which the customer can rely. Our documented process, which learning consultants apply to every implementation, facilitates long-term success of learning within an organization.

SkillSoft’s strategic methodology is recognized by outside experts as superior, and SkillSoft’s learning consultants are certified in its use.

The Strategic Implementation Guide

SkillSoft Learning Consultants use The Strategic Implementation Guide, an evolving process document based on insight from thousands of successful implementations, to set a foundation for success by positioning the importance of addressing the critical factors that impact learning adoption.

These tools and methods provide a scalable blueprint to maximize your organization’s potential for learning success and enable you to integrate learning into the life of your enterprise.

Content alignment

SkillSoft recognizes the importance of aligning learning resources to strategic business initiatives and programs within your organization. For this reason, SkillSoft provides an annual content mapping for up to 60 business skills competencies, subjects or programs at no additional charge. Once the mapping is delivered, your SkillSoft Learning Consultant will make recommendations and share best practices so your organization can leverage the content mapping to drive program utilization and value.
Core Services Offering

SkillSoft’s Consulting Services team can assist with the following services as a part of our core service offering, which is provided at no additional cost when your organization partners with SkillSoft:

Program Design
Help establish program objectives and implementation strategies aligned with organizational business goals.

Curriculum Design
Advise on learning program design and development.

Technical Planning
Coordinate resources for deployment and integration.

Marketing and Communications
Recommend use of Client Community resources to reach identified target audiences.

Administrative Processes
Provide access to administrator training to leverage robust platform capabilities.

Reporting
Recommend reporting and review plan design to identify trends and track behaviors.

Performance Measurement
Facilitate regular program reviews of defined business metrics using data analysis to measure success.

Helping You Succeed
For companies initiating strategic learning for the first time or for others that have built large complex programs, the value of an experienced advisor is immeasurable. With our broad offering of core services designed to support the entire program life cycle, SkillSoft remains the most reliable partner for your learning program team.
Solution Services

Optimize your investment

As our customers implement diverse, complex learning and performance solutions, they face an increasing need for coordination, integration and communication across all facets of the organization. Your Learning Consultant arms you with best practices and support to execute your implementation plan. Solution Services can provide personnel, expertise and capacity to supplement your internal project team’s resources.

By leveraging SkillSoft’s expertise, leadership, management and administrative capabilities, new and existing customers will be better positioned to achieve overall business results and a satisfactory return on their investment. With the additional capacity gained from engagement of Solution Services resources, customer learning personnel are free to focus on the important task of performance consulting and supporting internal stakeholders.

A unique services solution for an organization may combine consultative, administrative and/or product-specific services delivered onsite or virtually by dedicated individuals, virtual project consultants or shared resource pools. More detailed information on each service offering and supporting case studies are available to demonstrate the value of integrating services into the overall strategy.

SkillSoft customers present a variety of needs based on their employee development goals, internal resources, compliance requirements, etc. Your needs may include:

- A dedicated resource to drive your strategy throughout the organization by conducting performance consulting interviews, recommending learning solutions, managing training projects and tracking return on investment.
- A consultant to help introduce blended learning to your L&D team, create targeted blended programs, or manage specific audience groups through a compliance or certification program.
- A pool of administrative resources to offload the tactical burden of site and content administration, freeing your L&D team to focus on solutions to internal customer needs.
- A custom help desk service dedicated to removing technical roadblocks to the user experience.
- Customized consulting, implementation support and training for specific initiatives or products your SkillSoft solution.

Services are also available that provide support for specific individual products, such as Dialogue Live and Design, SkillStudio”, Instructor-Led Training Module and SkillSoft Leadership Advantage”. By sharing our product expertise we ensure knowledge transfer, seamless integration into a client environment, and the more effective use and adoption of the entire SkillSoft solution.
<table>
<thead>
<tr>
<th>Consultative</th>
<th>Administrative</th>
<th>Product-Specific</th>
</tr>
</thead>
<tbody>
<tr>
<td>Learning Strategy Blueprint</td>
<td>LMS Site Administration</td>
<td>ILT Implementation Support</td>
</tr>
<tr>
<td>Training Needs Analysis</td>
<td>TPLMS Content Deployment</td>
<td>SkillSoft Leadership Advantage™ Support</td>
</tr>
<tr>
<td>Program Management</td>
<td>Report Design / Production</td>
<td>Leadership Development Channel™ Support</td>
</tr>
<tr>
<td>Implementation Jump Start</td>
<td>Marketing Design / Production</td>
<td>SkillSoft Live Learning™ Support</td>
</tr>
<tr>
<td>Blended Program Design</td>
<td>Customized Admin Training</td>
<td>KnowledgeCenter / SkillSoft Leadership Advantage™ Design Consulting</td>
</tr>
<tr>
<td>Certification Management</td>
<td>Compliance / Completion Tracking</td>
<td>Dialogue™ Design Training / Services</td>
</tr>
<tr>
<td>Blended by Design Workshop</td>
<td>Priority Help Desk</td>
<td>SkillStudio™ Training / Services</td>
</tr>
<tr>
<td>Virtual by Design Workshop</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Ensure a perfect fit

There are many reasons organizations implement e-learning: to increase the availability of mission critical learning, to meet business goals, to improve the effectiveness of enterprise learning strategies and to reduce costs.

Yet, it is the relevance to company objectives and employees’ job roles that makes e-learning successful. “What’s in it for me?” It seems like a simple question, but sometimes learners don’t fully understand how policies relate to them in the workplace. SkillSoft’s solutions address this by using real world examples and scenarios in the instruction so learners are better able to relate to the content. This increases the training’s impact on the performance of your work force.

Successful e-learning often requires various forms of customization. Our Custom Development Services group can help your organization by adding industry or company specific information to SkillSoft off-the-shelf courses or develop an e-learning solution for you from scratch. Further, SkillSoft can enhance your learners’ corporate relevance of e-learning by adding your corporate branding.

Designing, developing and implementing solutions

SkillSoft’s Custom Development Services group offers complete e-learning content planning, development and deployment services, whether your e-learning strategy is in its early planning stages or ready for launch. We work closely with you to design, develop and implement learning solutions that address strategic business problems. Our core competencies include:

• Advising clients on migrating all or part of their classroom curricula to e-learning delivery.

• Developing learning content for programs where the majority of the training will occur online.

• Providing publishing that enable seamless, integrated learning solutions to be deployed by our clients.

Quality e-learning courseware

Whether your course is custom developed or off-the-shelf, SkillSoft’s Custom Development Services group will create high-quality, engaging e-learning courses for your organization. We will modify existing courses to meet your organizational needs, repurpose your existing instructor-led training or build a custom solution based on your vision and business needs.
Custom Development Services

Course Customization
Customization of SkillSoft off-the-shelf courses to meet company goals and initiatives.

Courseware Development
Develop custom content for learning programs that are delivered online.

Game and Simulation Development
Develop online exercises that are scenario based, appealing and fun.

KnowledgeCenter™ Customization
Your SkillSoft-licensed KnowledgeCenter can be customized to include the appearance, information, courses and content that you want to use, including your custom materials and courseware.

Podcast/Mobile Devices
Allows you to reach out and provide on-the-go training in either audio clips or full motion pictures.

<table>
<thead>
<tr>
<th>Planning</th>
<th>Analysis &amp; Design</th>
<th>Development</th>
<th>Evaluation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Project Planning</td>
<td></td>
<td>Courseware Creation</td>
<td></td>
</tr>
<tr>
<td>Design Strategy</td>
<td>Alpha Course Candidate</td>
<td>Alpha Review / Revisions</td>
<td></td>
</tr>
<tr>
<td>Design Review / Revisions</td>
<td></td>
<td>Beta Course Candidate</td>
<td>Beta Review / Revisions</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Beta Review / Revisions</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Gold Course Final</td>
<td></td>
</tr>
<tr>
<td>Course Deployment</td>
<td></td>
<td>Course Evaluation</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Continuous Improvement</td>
<td></td>
</tr>
</tbody>
</table>
Why Choose SkillSoft

Process and methodology
SkillSoft has a proven and repeatable process and methodology for building custom courseware that works.

Return on investment
SkillSoft has a proven record of turning e-learning solution design into e-learning results.

Scalability
SkillSoft has a proven delivery architecture that has delivered content to customers all around the world.

Flexibility/options
From full course development and rapid development to gaming and podcasting, SkillSoft has solutions to fit most business goals, budgets and delivery requirements.

Consultative approach
We assess your requirements and recommend the best technology and instructional strategies for the project.

Instructional/creative expertise
Performance impact is held as a priority.

Integrated solutions
We create courses from scratch or customize any of our off-the-shelf products depending upon a client’s requirements.

Commitment to custom development
SkillSoft’s Custom Development Services group is a growing organization serving more than 100 clients annually.