

### ► Consulting

- Strategic Planning
- Project Management

### ► Training

- Product Training
- Instructional Design Training
- Customized Training

### ► Customer Support

- Standard
- Premium
- iPartner Pro
- Software Maintenance

### ► Technical Services

- Content Conversion
- System Implementation
- Course Design
- Instructional Design
- Interaction Design
- Graphic Design
- LMS/LCMS Integration
- Custom Hosted Solutions



## iDL Professional Services:

### Expert Consulting, Training, Support, and Technical Services

IDL Systems offers a full range of professional services to speed implementation and maximize the value of your iDesigner® e-Learning Solution investment. Our team of industry-seasoned professionals is available to help design, implement, support, and grow your e-Learning solution. Whether you are starting an e-Learning initiative or adding iDesigner to your existing environment, our goal is to help you deliver effective results on time and within budget.

#### Consulting Services

##### Strategic Planning

When planning a large-scale e-Learning initiative, sometimes one good idea can make the difference between a moderate success and exceptional one. We work with organization leaders to develop sound strategies for meeting e-Learning initiative objectives.

##### Project Management

The assistance of a skilled Project Manager helps get projects completed efficiently while freeing management to focus on the big picture. IDL offers experienced Project Management staff to bring focus and expertise to e-Learning projects. Project Managers are available on a part-time or dedicated basis depending on the needs of the project.

#### Training

##### Product Training

IDL's product training enables customers to become proficient with iDesigner's powerful features in a quick two-day course. Product training is held at iDL's facilities. On-site and online customer training is also available.

##### Instructional Design Training

Training is available to augment instructional design skills with knowledge specific to designing and assembling courses in multiple, adaptive learning styles.

##### Customized Training

No two e-Learning initiatives are alike. Customized training is available to suit the needs of individual organizations or initiatives.

#### Key Benefits

- Map e-Learning objectives to business objectives
- Define measurable results
- Evaluate people, processes, and technology

- Minimize time to implementation
- Keep focus on priorities and deadlines
- Provide on-going communication with stakeholders

#### Key Benefits

- Flexible options – train in class or online
- Learn and work – use your own course content in training

- Build on existing instructional design skill
- Augment current course development techniques

- Flexible scheduling and content
- Tailor material to a specific learning objective

### Customer Support

#### Standard and Premium Customer Support

iDL support professionals take a focused and structured approach to solving critical and time-sensitive issues. Their training and practical hands-on experience ensure a consistent, reliable, and knowledgeable response to your needs.

Standard support includes access to online technical support resources, tech tips, and other helpful information. Proactively distributed updates and special offers are included with annual software maintenance.

Premium 24x7 Support for these services is also available.

#### iPartner Pro Support

Today's customers demand quality solutions and responsive services. iDL is committed to maximizing iPartners' customer satisfaction and their competitive advantage by providing fast and accurate answers. iPartner Pro Support programs are tailored to meet the individual support needs of e-Learning solution providers.

### Technical Services

#### Content Conversion

Make the most of existing assets by re-using as much material as you can. Services are available to convert existing course content from paper to digital. Convert PowerPoint\*, PDF, page layout or any word processor file to web formats. Existing electronic assets can also be "chunked" into appropriate units for reuse.

#### System Implementation

iDL's Implementation Services provide the expertise, and resources needed to implement iDesigner e-Learning Solutions. Implementation Services include system evaluation, on-site software installation, hosted application setup, and application configuration.

Implementation services can help launch e-Learning solutions of any size -- from a single course to an entire e-Learning portal. Complement in-house resources with the level and amount of technical expertise required.

#### Design Services

Extend available resources or add specific expertise to your e-Learning implementation project. iDL has knowledgeable and experienced people to help with course design, instructional design, interaction design, and graphic design when needed.

#### Integration & Custom Solutions

System Integration - Integrate iDesigner e-Learning solutions with existing LMS, LCMS, ERP or other enterprise information systems.

Custom Solutions - Services are available to develop custom reports, create custom assessments, perform custom analysis, or handle special asset conversion tasks.

#### Key Benefits

- Technical support online or by phone
- Expert technical assistance
- 24x7 web access to support resources
- Proactive updates

- Dedicated iPartner support channels
- Priority access to new product and service information
- Proactive technical bulletins

#### Key Benefits

- Get the most from existing assets
- Optimize formats for online learning
- Save time and resources

- Shorten implementation time
- Reduce implementation risk
- Conserve customer resources
- Utilize best practices

- Tailor the instructional design to organizational goals
- Access to additional expert resource when needed
- Maximize the online learning experience

- Share data with existing corporate systems
- Customize the solution to fit organizational needs
- Use iDL's experience and knowledge of best practices