

# Roundtable Learning Support

One of our key differentiators is unequalled technical support for our LMS users and administrators.

This process provides an overview of the level of solution support that Roundtable Learning will provide to the client during implementation and post-launch of the LMS.

Roundtable will provide support to individuals defined as client administrators for the Roundtable LMS (Tier 2 Support). End-user and manager-level support will also be provided if the client administrators need assistance in answering support requests (Tier 1 Support).

- Technical support specialist assigned to each client
- 30 days of unlimited support included in implementation
- Support logs for easy billing and usage tracking
- Direct phone number and email address for your technical support
- 20 years of LMS implementation and support expertise
- LMS training and documentation for each client

## PHASE 1

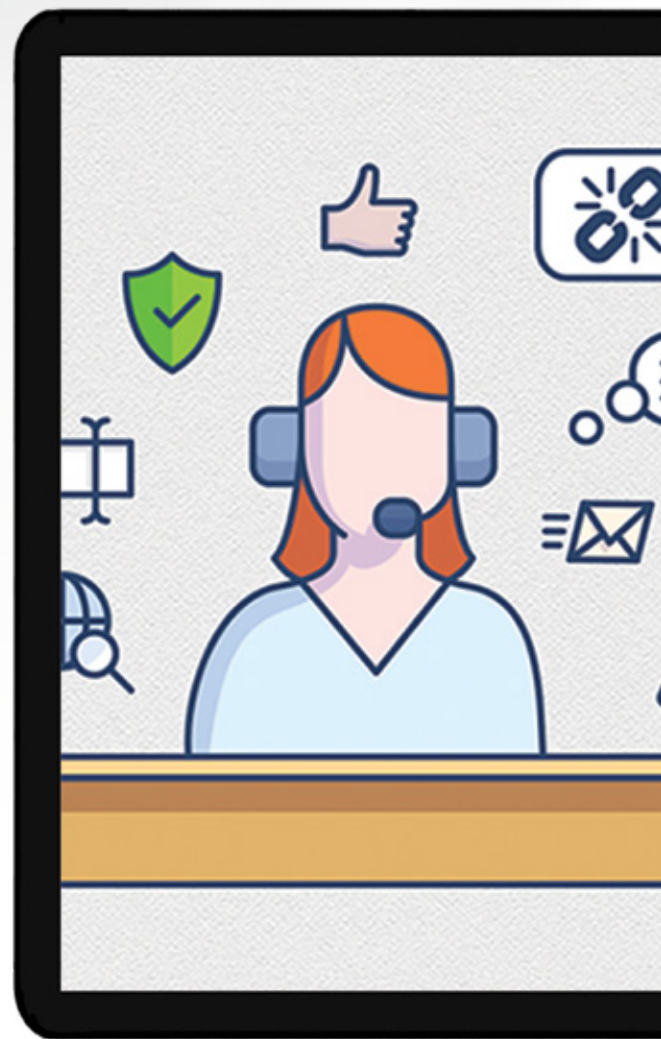
### LMS PLANNING, DESIGN & IMPLEMENTATION

A dedicated technical support specialist is assigned to the client during the LMS planning process. The specialist is involved in every step of the LMS process, then becomes the main support contact post-implementation. All clients receive access to collaborative project management software, enabling them to track projects in real time and communicate directly with Roundtable.

## PHASE 2

### LMS TESTING & PILOT ROLL-OUT

Roundtable will coordinate the LMS testing and will assist with technical support during the pilot rollout phase. Roundtable will create administrator, manager, and user manuals that will be provided in PDF format to the client administrators. Roundtable will train the client system administrators prior to the LMS launch. Roundtable will provide the initial training for managers for the application rollout.



### PHASE 3

#### LAUNCH

Roundtable will supply unlimited administrator and Tier 2 user support for 30 days following the launch. After 30 days, Roundtable will continue to provide administrator support to answer questions related to the system and to handle any situations that are due to issues related to LMS. Manager and end-user support will be provided if the administrator needs help to answer end-user questions/issues.

### PHASE 4

#### ONGOING SUPPORT

Roundtable uses a system to track clients' support needs, which are billed in 15-minute increments. Roundtable provides support during standard business hours, Monday-Friday from 8:30 a.m. to 5:30 p.m., ET. Support items received after hours will be addressed on the next business day.

The client has the option to be billed monthly, per incident, or purchase a bundled option at a reduced rate to be billed upfront. Bundled services will be billed in advanced; standard service option will be billed monthly.



---

### PRICING

After the client's first 30 days of support are used, Roundtable will contact the client to provide support bundle options for purchase. If the client does not have any hours remaining in an existing support bundle and the client requests support, Roundtable will notify the client that its request is not covered under a bundle. If directed to proceed without a bundle, support will be billed per support instance rate as specified in the clients' contract with Roundtable.

A support instance is considered an email contact or phone contact that takes up to 15 minutes to resolve. If an issue takes more than 15 minutes, additional time will be billed based on 15-minute increments. Roundtable will provide the client with a monthly report that details each support incident and the amount of support time left on the current support bundle.

---