

# Roundtable Learning Support

One of our key differentiators is **unequaled support for our administrators.**

We want to make your LMS as simple-to-use as possible, and part of that means providing industry-leading support at no additional cost. This process provides an overview of the level of solution support that Roundtable Learning will provide to the LMS administrators during implementation and post-launch of the LMS. End-user and manager-level support can also be provided if the client administrators need assistance in answering support requests (Tier 1 Support).



Three dedicated support specialists assigned to each client



Access to collaborative project management software



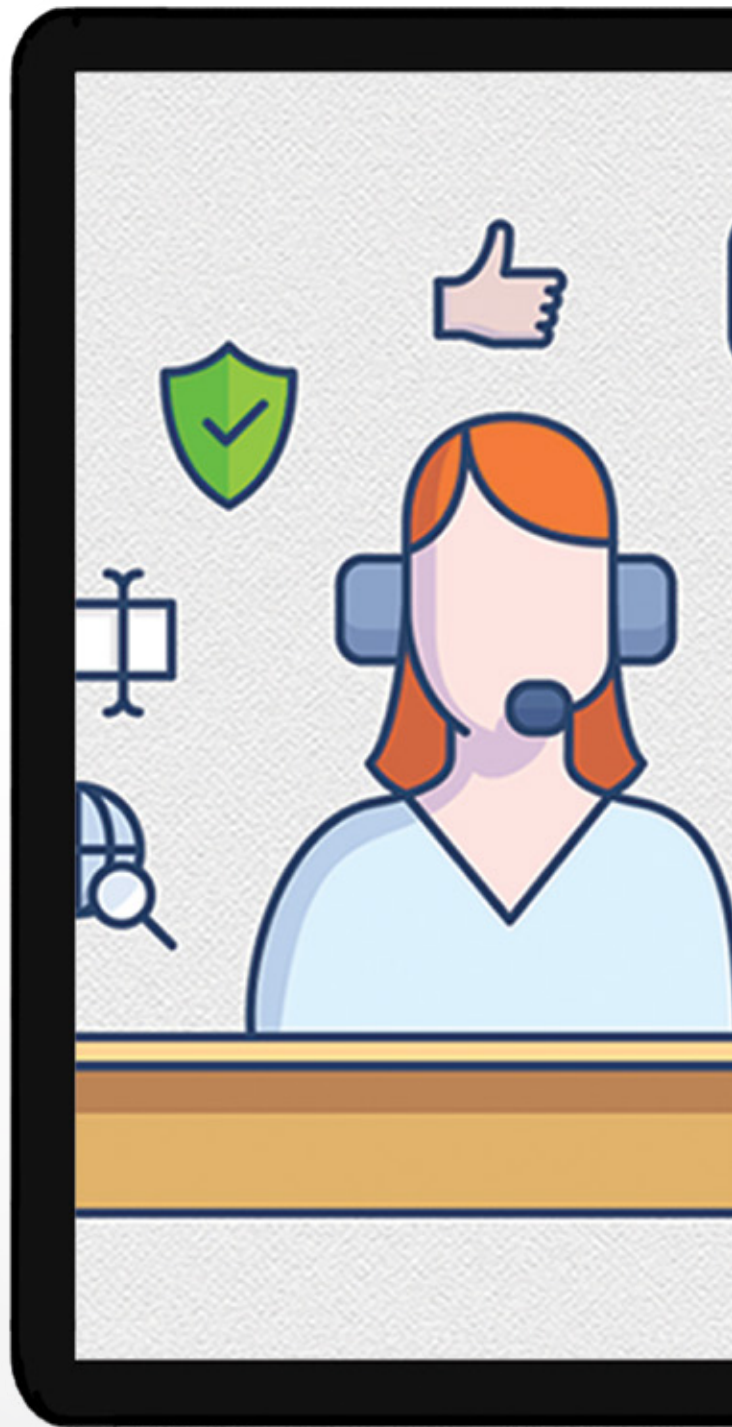
Support logs for easy tracking and management



Direct phone number and email address for your technical support representatives



Customized 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 3

### LAUNCH

Following the launch, 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. Every client receives three dedicated support contacts who are involved with the design and implementation of your LMS.

Your dedicated support team is available either Monday – Friday from 8 a.m. to 5 p.m., or 24x7, depending on your needs.

## 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 4

### ONGOING SUPPORT

8x5 administrator support is included in your LMS. You'll receive a direct phone number and email to your three support contacts, and a guarantee that you'll receive a response within one hour. Most support questions and issues are resolved within one business day. Support for end-users and 24x7 support is also available upon request.

