

Which package is right for me?

Care Basic

Our baseline offering intended for customers who have experience in building an LMS and require little assistance from LMS365 to implement and configure. Care Basic does not include any historical records migration into LMS365, live on-boarding sessions or Q&A with our technical leads.

Already included

Care Plus

Our most purchased offering intended for customers who have some experience in building an LMS but look for guidance from LMS365 to implement and configure. Care Plus includes historical records migration, live on-boarding sessions, Q&A sessions as well as Power BI starter kit.

Preferred service

Care Premium

The most hands-on offering intended for customers who look for full guidance from LMS365 on implementing and configuring the tool. Care Premium has more on-boarding and Q&A sessions than care plus, with the addition of a premium teams channel that is monitored closely by the LMS365 team for easy Q&A and fast response time.

The premium experience

Care Basic

Care Plus

Care Premium

On-boarding Services

LMS365 Basic Install and Configuration



Install 2 catalogs



Install unlimited catalogs

Initial Historical Completion Records Load



Up to 10,000 records



Up to 50,000 records

Initial SCORM/ AICC Load



Up to 1000

Client Onboarding Sessions via CSM*



1 pre-recorded kickoff



Up to 2 live sessions



Up to 6 live sessions

Question & Answer (Q&A) Sessions*



1 Q&A



3 Q&A, sessions are recorded



6 Q&A, sessions are recorded

Ongoing Services

Power BI Starter Kit*



Access to pre-built reports



Access to pre-built reports

Customer Success Manager (CSM)*



Quarterly meetings



Quarterly meetings



Monthly meetings, dedicated CSM

Question & Answer (Q&A) Sessions*



1 Q&A per quarter



1 Q&A per quarter

Dedicated Microsoft Teams Channel



On Demand LMS365 Subject Matter Expert*



Access to LMS365 Academy*



Limited



Full access



Full access, unlimited

LMS365 Academy Webinars



Available live



Available live and on-demand



Available live and on-demand

Yammer Customer Community



Content Services

Microsoft Learning Pathways*



22 courses, 2 language, 2 catalogs



22 courses, unlimited language and catalogs

Go1 Course Content*



5 courses based on seasonality



5 courses based on seasonality

Clip Training Course Content *



5 courses based on seasonality



5 courses based on seasonality

Support Services

Access to Help Center*



Access to On-Demand Support via Answer Bot



Access to Technical Support Ticket System*



Support Response Time Commitment*

16 business hours

10 business hours

6 business hours

All titles marked with * is explained in depth on the next page



FAQ

- ▶ **Client Onboarding Sessions via CSM**
Onboarding Session via CSM are up to 1 hour each and will review best practices for fast adoption.
- ▶ **Question & Answer (Q&A) Sessions**
Q&A Sessions are up to 1 hour each, delivered through technical subject matter experts (SME) and can be used to review common use cases or how-to in the tool.
- ▶ **Access to Technical Support Ticket System**
Authorized users of the Zendesk Ticket System are LMS365 Administrators, LMS365 Catalog Admins and LMS365 Course Admins and will require a login credential tied to your Microsoft account.
- ▶ **Customer Success Manager (CSM)**
A Customer Success Manager at LMS365 will review best practice guidance, tips and tricks, as well as be a liaison to all things LMS365. Because a CSM is not technical in nature, the CSM will be your point of contact to guide you to the Academy, Help Center, or SMEs as needed.
- ▶ **On-Demand LMS365 Subject Matter Expert**
Included topics for SME coverage are use case scenario review and recommendations, "how-to" feature and functionality, recommendations and general best practice guidance, limited LMS365 API and PowerSuite coverage coverage for up to 40 hours. Can be reached via Teams Premium Channel for same day initial response time and via email within 16 business hours.
- ▶ **Access to Help Center**
Help Center includes knowledge based videos, user guides, and knowledge articles to help you succeed with your deployment of LMS365. This site also hosts our upcoming release notes, product roadmap, and customer feedback ideas platform.

- ▶ **Go1 Course Content**
Go1 is a partner of LMS365 and is the world's largest marketplace for training content. LMS365 will work with our Care Plus and Premium clients to deploy 5 courses to your catalog for your learners to take the courses. The 5 courses are subject to seasonality as released by Go1.
- ▶ **ClipTraining Course Content**
ClipTraining is a partner of LMS365 and is an e-learning library of to-point video lessons. LMS365 will work with our Care Plus and Premium clients to deploy 5 courses to your catalog for your learners to take the courses. The 5 courses are subject to seasonality as released by ClipTraining.
- ▶ **Power BI**
LMS365 offers a Microsoft Power BI Starter Kit with pre-defined reports and how-to instructions on how to configure the connection via OData from LMS365 to Power BI. Pre-built reports are ready to use with no or minimal adjustments. If your organization has special requirements for reporting or needs to mash up data with other sources, we encourage these customization be handled by your organization, a partner, or through our professional services team (which will be an additional cost). LMS365 SME's will cover high-level questions related to Microsoft Power BI on Q&A calls, Help Center is not able to assist in this area.

Power BI desktop, is the license free version of Power BI to display, modify, maintain and used for data analytics. A license to Power BI is not needed to utilize the pre-built reports, unless, your organization wants to make use of a Power BI Online Paid License features. Power BI is part of your MS365 subscription and depending on your subscription licenses for online use are included.
- ▶ **Microsoft Learning Pathways**
Microsoft 365 Learning Pathways (MLPs) is a customizable, on-demand learning solution designed to increase usage and adoption of Microsoft 365 services in your organization. MLPs strive to adhere to a quarterly content update cycle. There are currently 21 courses available in 8 languages for deployment to your catalog for your learners to take the courses.
- ▶ **Support Response Time Commitment**
Can be further outlined in the SaaS agreement found [here](#).

Care Basic	Care Plus	Care Premium
Urgent hours 8 business hours	Urgent hours 4 business hours	Urgent hours 1.5 business hours
High hours 12 business hours	High hours 6 business hours	High hours 3 business hours
Normal hours 16 business hours	Normal hours 10 business hours	Normal hours 6 business hours
Low hours 24 business hours	Low hours 16 business hours	Low hours 8 business hours

Care Basic	Care Plus	Care Premium
Limited Courses (3)	Full Course Access (25)	Full Course Access (25)
Basic Academy	Advanced Academy, Role Based Learning	Advanced Academy, Role Based Learning
Up to 2 users	Add new learners throughout the contract	Add new learners throughout the contract
	Access to new content as it is released quarterly	Access to new content as it is released quarterly
	Access for up to 25 users	Access for unlimited users