

Which package is right **for me?**

Our Care Packages are designed to deliver value-driven services to your organization from the start. We will quickly get you up and running with our Installation / Setup and our Launch services. Our Lifecycle services complement your Learning / Training program during the journey with us.

With our Add-On solutions we increase awareness and consumption of training through learner centric tools and reduce the admin workload of your LMS365 administrators through further automation and enhanced reporting.

**Have questions about our care packages?
Connect with our team at
[lms365.com/contact-us.](https://lms365.com/contact-us)**



You can choose from 3 different Care Package Plans fitting your organization the most

Care Basic

Baseline offering for customers who only require little assistance from LMS365 to implement and configure and maintain it.

Already included

Most Popular

Care Plus

Increase awareness and consumption of training through learner centric tools. Reduce admin workload of your LMS365 administrators through automation and optimize the outcome of your learning programs through advanced analytics.

Preferred / Recommended

Care Premium

Get access to the in-depth knowledge of our technical learning management consultants to customize workflows to your business / learning and development needs and further integrate LMS365 with your IT systems.

The Ultimate Experience

Care Package Details

Installation And Setup

Launch / Go Live Services

Life Cycle Services

- Add-On Solutions
- On-Demand Services
- Content Provider Services

Installation and Setup of LMS365

LMS365 is fully integrated within your Microsoft 365 tenant. To ensure a smooth installation it requires a few pre-requisites to be met. For a good reason – Security. We require the SharePoint Global Tenant Admin for any installation of LMS365. The installation and setup takes around 10-15 minutes each

Installation and Setup	Care Basic	Care Plus	Care Premium
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Installation of LMS365 in Microsoft 365 tenant assistance	✗	✔	✔
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Clients can choose between guided (with an engineer) or opt for self-install of LMS365. You can read more here.

Self-install: Our detailed installation guide includes a detailed step by step guide and video allowing you to install LMS365 at your own pace and time. In case of questions during the installation, our support team is just a mouse click away to help you.

Guided installation: Clients must schedule a date and time for installation with our team. During that time, the team will guide your Global Tenant Administrator through the installation and core configuration, setting up the system.

The entire installation (guided or self-installed) takes 10-15 minutes.

Setup of LMS365	✗	✔	✔
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Clients can choose between guided (with an engineer) or opt for self-setup of LMS365 per our provided documentation at your own pace and time. The setup includes the creation of a course catalog, assigning permissions, enabling notifications. You can read more here.

Self-setup: Our detailed setup guide includes a step-by-step guide and video allowing you to setup LMS365 at your own pace and time. In case of questions during the setup, our support team is just a mouse click away to help you.

Guided setup: Part of the Installation session the client scheduled with our team.

The entire setup (guided or self-setup) takes 10-15 minutes.

LMS365 Launch – Go Live Services

As each client is different, each onboarding is different too. Our initial Launch and Go-Live service is complimentary as part of each Care Package but differs in its depth of delivery. A typical onboarding takes between 4 and 12 weeks.

LMS365 Launch – Go Live Services

Care Basic

Care Plus

Care Premium

Project Plan



The Project Plan provides a guided overview of launching LMS365 in your organization

LMS365 Academy
Quick Start Course



LMS365 Quick Start training provides a fast-track approach for quickly setting up your new LMS365 catalog.

A brief overview of some of the lessons included in our high level LMS365 Quick Start training:

Roles and permissions - Adding and inviting users - Creating trainings - Enrolling users - Creating Course Content - Setting up Skills - Registering Attendance

Live Customer Success Session



Sessions are typically, between 30 minutes and 1 hour long, facilitated by a Success Manager (business nature). Time utilized for "Live Customer Success" is accumulated for fair usage measure!

Topics covered are: Timelines and expectations for Go-live - Go-live best practices - Q&A (Question & Answer) session (business and "lite" technical) - Onboarding of LMS Admins

Live Consulting Session



Sessions are typically between 30 minutes and 1 hour long, facilitated by a consultant (technical nature). Time utilized for "Live Consulting Sessions" is accumulated for fair usage measure!

Topics covered are: Q&A (Question & Answer) session (technical) Translation of business processes into - LMS365 architecture - Best practices

Lifecycle Services

Our team of Success Managers and Consultants deliver value driven services to your team throughout your subscription. A Customer Success Manager will be your main point of contact, who will review best practices and provide guidance to increase adoption for your organization. A Consultant will be your secondary point of contact to review your individual LMS needs and more in depth technical and business use cases.

Lifecycle Services	Care Basic	Care Plus	Care Premium
Value / Business Review Session	✗	✓ suggested every 12 months	✓ suggested every 3 months

Sessions are typically, between 30 minutes and 1 hour long. Topics covered are: Looking back - Looking ahead - Client lifecycle progress (what can we celebrate, what's new, what's next)

Lifecycle Services	Care Basic	Care Plus	Care Premium
Live Customer Success Session	✓ up to 2	✓ up to 4	✓ up to 8

Sessions are typically between 30 minutes and 1 hour long, facilitated by a Success Manager (business nature).

Topics covered are: Go-live / Ongoing adoption best practices - Q&A (Question & Answer) session (business and "lite" technical) - Highlight newly released features - Onboarding of new LMS Admins

Lifecycle Services	Care Basic	Care Plus	Care Premium
Live Consulting Session	✗	✓ up to 4	✓ up to 6

Sessions are typically between 30 minutes and 1 hour long, facilitated by a consultant (technical nature).

Topics covered are: Q&A (Question & Answer) session (technical) - Adoption of newly released features - Use case scenario consulting - Translation of business processes into LMS365 architecture - Best practices

Lifecycle Services	Care Basic	Care Plus	Care Premium
Dedicated MS Teams Channel	✗	✗	✓

A dedicated Microsoft Teams channel to provide direct access to the Customer Success and Consulting team members with an 8 business hours initial response time commitment.

Lifecycle Services	Care Basic	Care Plus	Care Premium
Additional hours	✗	✗	✓ up to 16 hours

Extra training needs, additional touch points with a Customer Success Manager or Consulting team member, task execution, need for scoping and creation of small, custom solutions based on MS Power Automate / Power Apps / Power BI / LMS365 API or small modification of the LMS365 Power BI Essentials Kit.

Lifecycle Services	Care Basic	Care Plus	Care Premium
LMS365 Academy Access	✓ Limited	✓	✓

To ensure our clients can quickly understand and use LMS365, we highly recommend our on-demand product training. Based on the role you have in LMS365, we provide e-learning courses to ensure your success. Care Basic subscribers have access to quick start courses.

A brief overview of some of the courses included in LMS365 Academy training: All Quick Start courses - Anatomy of LMS365 - Using SharePoint and Teams - LMS365 Mobile App - LMS365 Roles and Permissions - Course Creation and Catalog Management - Course Management - Recorded Webinar courses - Access to test drive courses from our content partners like Go1, Microsoft MLP, etc. in our Academy

Lifecycle Services	Care Basic	Care Plus	Care Premium
LMS365 Academy Self-Service User Admin	✗	✓ Limited	✓

Ability to invite additional users to the LMS365 Academy to ensure continuous training. Care Plus subscribers can invite up to 15 Administrator. No limitations for Care Premium

Lifecycle Services	Care Basic	Care Plus	Care Premium
LMS365 Customer Community Groups	✓ Limited	✓	✓

Before re-inventing the wheel, we recommend engaging with your peers through our Customer Community. We have dedicated groups for customers to engage with each other for best practices.

Lifecycle Services	Care Basic	Care Plus	Care Premium
Maximum Support Response Time	Up to 16 hours	Up to 10 hours	Up to 6 hours

Care Package Plus and Premium subscribers enjoy a quicker Support Response Time. More information on service level agreements can be found in the SaaS agreement.

Add-On Solutions – Managed and Un-Managed

Provided by LMS365's Global Delivery / Professional Services Division we provide clients with solutions increasing awareness, consumption, effectiveness of training / administration and reporting. For details of each solution please visit our add-on solutions catalog (please see here). These solutions are available free of charge.

Note: Add-On Solutions do not fall under the SaaS Agreement (please see here) related to availability, support or accessibility standards (please see here).

Add-On Solutions	Care Basic	Care Plus	Care Premium
<p>LMS365 Power Bi Starter Kit</p> <p>The LMS365 Power BI Starter Kit includes pre-defined reports. Updates to the report are rolled out approximately every 12 weeks. Pre-built reports are ready to use with no or minimal adjustments. LMS365 Consultant's will cover high-level questions related to Microsoft Power BI and our LMS365 Power BI Essentials Kit on consulting calls.</p>	✗	✔	✔
<p>SharePoint Custom Web Part Suite</p> <p>Our SharePoint front-end web part suite can be placed on any SharePoint Page in the client tenant. They are designed to ensure increased awareness and consumption of training. The suite includes a unified catalog web part (accumulating courses from different catalogs), "My Learning", "Available Courses" and a "Search Training" web part. The web parts are installed by the client through their Global SharePoint Administrator and are highly configurable. We hope you enjoy them!</p>	✗	✔	✔
<p>Learner External Certificate Uploader</p> <p>The Learner Certificate Uploader solution is a Power App/Power Automate combo that allows learners to self-upload their own certificates of completion. This solution should be used when you require learners to upload completion certificates within a learning module or outside of a course. When the solution is executed by a learner, they must enter course and completion information and upload a certificate file that will be sent to an approver for review and approval. When approved, the completion certificate will appear in the learner's transcript and Dashboard pages.</p>	✗	✔	✔
<p>Training Plan Updater</p> <p>The Training Plan Updater solution is a Power App/Power Automate combo that allows administrators to select a training plan and mark all the completed users as "In Progress" for that training plan. This solution should be used when there are new courses constantly being added to a training plan and you require users to complete all courses within training plan. This solution will also enroll users into any newly added courses within the training plan.</p>	✗	✔	✔
<p>Reporter</p> <p>Create Microsoft Excel or CSV reports based on enrollment, course, user, certificate data by using a data modeler. Include any of your extra AAD fields synced with LMS365 and schedule this reports to be automatically pulled and uploaded into your SharePoint environment.</p>	✗	✔ <small>Limited</small>	✔
<p>Assigner</p> <p>Automatically manage and maintain (Azure Active Directory) AAD groups by creating them, adding and removing learners dynamically to groups, based on user profile metadata (e.g. Department, City, Manager, etc.) and learning data (e.g. previous enrollments in other courses, certificate status, etc.) further increasing automation, accuracy and speed. A new level of independence from IT while fully in line with your IT security and process guidance.</p>	✗	✔	✔
<p>Synchronizer</p> <p>Beside the fields automatically synced from AAD, you can synchronize extra account metadata fields (including any of the 16 extension attributes from your Azure Active Directory (AAD). Example: Sync the employee ID number, or the Cost Center location, etc.</p> <p>Our consultants or your LMS365 partner will work with your IT to set it up!</p>	✗	✔	✔

Planned

	Care Basic	Care Plus	Care Premium
<p>Planned Availability Q1 2024 Bulk Course Updater</p> <p>Mass update course data like course and banner images, course ID's, course administrators and much more, making the update of multiple courses a breeze for administrators</p>	✗	✔	✔
<p>Planned Availability Q2 2024 Bulk Enrollment Updater</p> <p>Mass update enrollments / registrations for multiple users</p>	✗	✔	✔

On-Demand Services

Clients plan ahead for tasks like “Bulk Import Completion Records” or “Course Cloning” and work with our consulting team to get the job done!

On-Demand Services

Care Basic

Care Plus

Care Premium

Bulk Import Completion Records



Limited



Limited

Request the import of completion records. All we need is an excel file (we provide the template) with accurate data and we will import these records for you.

For Care Plus clients the service is limited to up to 1 initial import, typically to import existing historical records. For Care Premium clients the service is limited to up to 1 request per quarter

Content Provider Course Services

Our Content Provider Course Services provide you with pre-made courses from our various content partners. Courses are deployed by our consultant or LMS365 partners in your tenant.

Content Provider Course Services	Care Basic	Care Plus	Care Premium
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Course Content Providers featured in the LMS365 Academy			
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To test drive, our LMS365 Academy features courses from different content providers.

Microsoft Learning Pathways Courses			
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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. New or updated courses are deployed as "new" courses upon request only.

Care Plus clients can deploy the courses in 2 catalogs and in 2 languages of their choice. Care Premium clients can deploy in unlimited catalogs and all available languages

Go1 Courses			
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Go1 is a partner of LMS365 that provides course content and is the world's largest marketplace for training content. Select up to 20 pre-defined courses to be loaded into LMS365.

Clip Training Courses			
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ClipTraining is a partner of LMS365 that provides course content and is an e-learning library of to-the-point video lessons. Courses and number of courses are subject to seasonality as they are released by ClipTraining. New or updated courses are deployed as "new" courses upon request only.

Storyals Courses			
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Storyals is a partner of LMS365 that provides course content of to-the-point video use case lessons related to Microsoft products. Courses and number of courses are subject to seasonality as released by Storyals