

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.

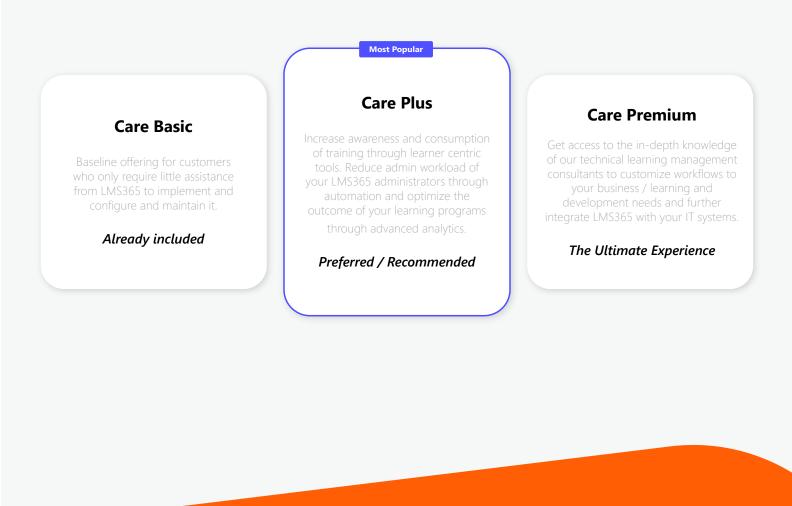
Have questions about our care packages? Connect with our team at

Ims365.com/contact-us.





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



Care Package Details

Installation And Setup

Launch / Go Live Services

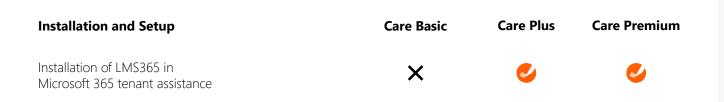
Life Cycle Services

- 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



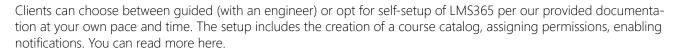
Clients can choose between guided (with an engineer) or opt for self-install of LMS365. You can read more here.

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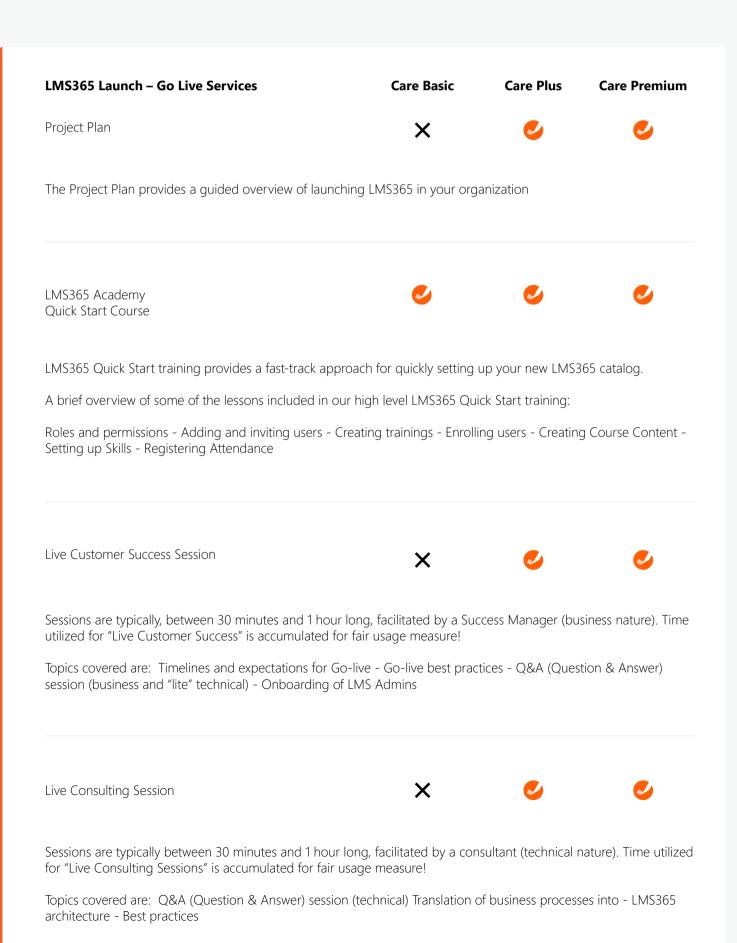
Self-setup: Our detailed setup guide includes a step-by-step guide and video allowing you to setup LMS365 at your own pace and time. In case of questions during the setup, our support team is just a mouse click away to help you. Guided setup: Part of the Installation session the client scheduled with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

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



LMS365 Launch – Go Live Services

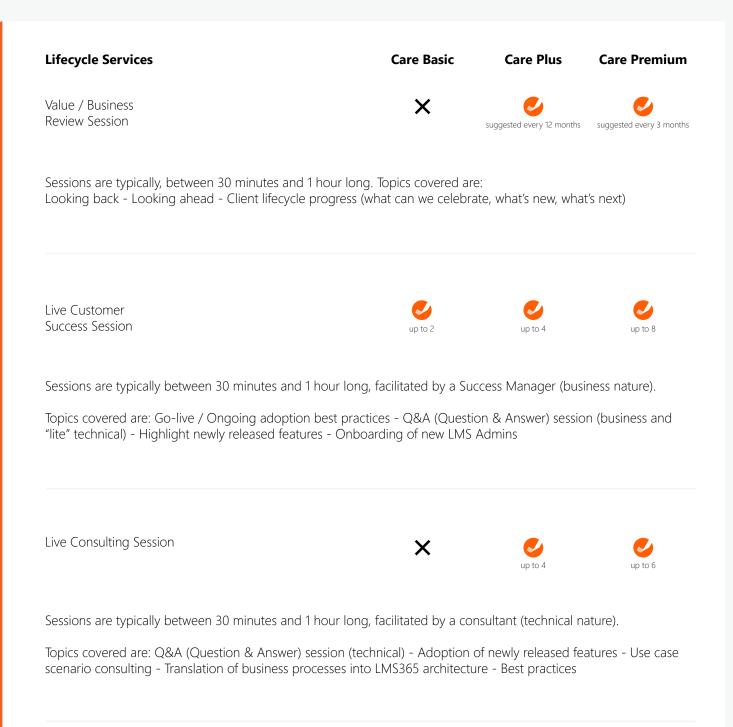
As each client is different, each onboarding is different too. Our initial Launch and Go-Live service is complimentary as part of each Care Package but differs in its depth of delivery. A typical onboarding takes between 4 and 12 weeks.





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.







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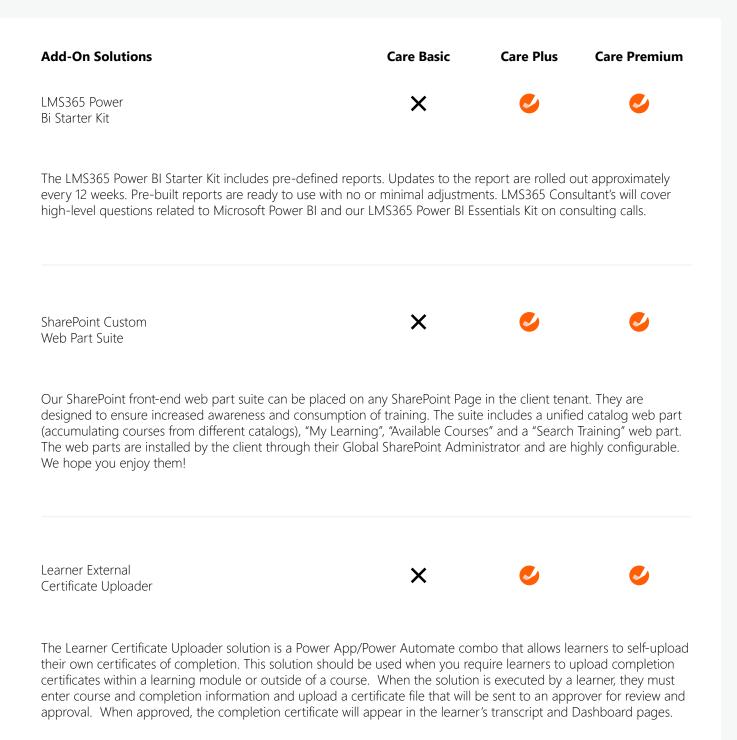
Additional hours	×	×	up to 16 hours
Extra training needs, additional touch points with execution, need for scoping and creation of sma Power BI / LMS365 API or small modification of	all, custom solutions based on	n MS Power Automa	
MS365 Academy Access	Limited	e	S
o ensure our clients can quickly understand and raining. Based on the role you have in LMS365, ubscribers have access to quick start courses.			
MS365 - Using SharePoint and Teams - LMS36! nd Catalog Management - Course Manageme	5 Mobile App - LMS365 Roles nt - Recorded Webinar course	s and Permissions - (Course Creation
MS365 - Using SharePoint and Teams - LMS36 nd Catalog Management - Course Manageme ur content partners like Go1, Microsoft MLP, etc	5 Mobile App - LMS365 Roles nt - Recorded Webinar course	s and Permissions - (Course Creation
MS365 - Using SharePoint and Teams - LMS369 nd Catalog Management - Course Manageme ur content partners like Go1, Microsoft MLP, etc MS365 Academy Self-Service User Admin .bility to invite additional users to the LMS365 A	5 Mobile App - LMS365 Roles nt - Recorded Webinar course :. in our Academy Xcademy to ensure continuou	s and Permissions - (es - Access to test d	Course Creation rive courses from
A brief overview of some of the courses included MS365 - Using SharePoint and Teams - LMS365 nd Catalog Management - Course Manageme our content partners like Go1, Microsoft MLP, etc MS365 Academy Self-Service User Admin Ability to invite additional users to the LMS365 A hvite up to 15 Administrator. No limitations for C	5 Mobile App - LMS365 Roles nt - Recorded Webinar course :. in our Academy Xcademy to ensure continuou	s and Permissions - (es - Access to test d	Course Creation rive courses from
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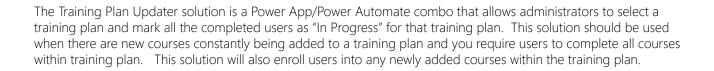


Add-On Solutions – Managed and Un-Managed

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).





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Limited

Reporter

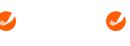
Create Microsoft Excel or CSV reports based on enrollment, course, user, certificate data by using a data modeler. Include any of your extra AAD fields synced with LMS365 and schedule this reports to be automatically pulled and uploaded into your SharePoint environment.

Assigner

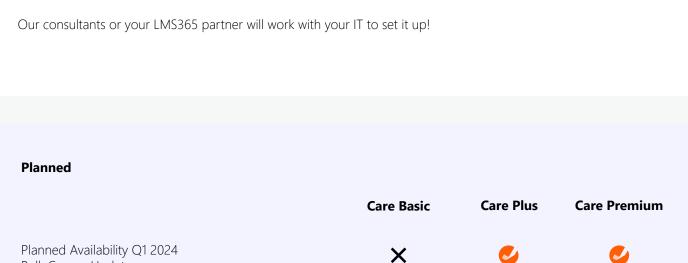
Automatically manage and maintain (Azure Active Directory) AAD groups by creating them, adding and removing learners dynamically to groups, based on user profile metadata (e.g. Department, City, Manager, etc.) and learning data (e.g. previous enrollments in other courses, certificate status, etc.) further increasing automation, accuracy and speed. A new level of independence from IT while fully in line with your IT security and process guidance.

Synchronizer

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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.



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

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Planned Availability Q2 2024 Bulk Enrollment Updater

Bulk Course Updater

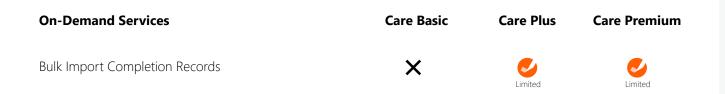
Mass update enrollments / registrations for multiple users

Learn like you.



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!



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
Course Content Providers featured in the LMS365 Academy	<	0	<
To test drive, our LMS365 Academy features courses	s from different content pro	oviders.	
Microsoft Learning Pathways Courses	×	Limited	€
Microsoft 365 Learning Pathways (MLPs) is a custom and adoption of Microsoft 365 services in your orga cycle. New or updated courses are deployed as "new Care Plus clients can deploy the courses in 2 catalog Care Premium clients can deploy in unlimited catalo	nization. MLPs strive to ad w" courses upon request o gs and in 2 languages of th	here to a quarterly nly. heir choice.	
Go1 Courses	×	€	€∕
Go1 is a partner of LMS365 that provides course cor Select up to 20 pre-defined courses to be loaded in		gest marketplace f	or training content.

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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



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