

Maximize Your ExpertusONE Investment

Minimize Risk &
Drive User Adoption

Increase Business
Productivity

Ensure Fast
Problem Resolution

You've successfully implemented your next-gen LMS. So now's the time to take its performance and adoption to the next level with ExpertusONE Premier Support.

You'll get direct access to one of our knowledgeable LMS Specialists to expertly guide you in establishing new training programs, business process changes, reporting, content testing and more. Whatever you need, it's just a quick phone call or email away.



ExpertusONE Premier Support goes beyond our standard support with personal access to an LMS expert. Are you releasing a new content version? Now you can leverage their expertise to set it up and roll it out in the most efficient and effective manner. Want to know how to communicate new programs to users? Create a new training plan? Update an old one? Just give us a call and we'll put you on the right path to success.

Key Features & Benefits

Minimize Risk

You get a dedicated, go-to advocate to proactively plan and expertly escalate your platform's functionality

- LMS Specialist addresses your ExpertusONE questions, provides tailored how-to guides and plans/oversees case escalations
- Specialist is available via phone or email, Monday through Friday, from 7am to 4pm PT
- Premier Support is offered in specified, hourly blocks each month

Drive User Adoption

Make sure that you're using your ExpertusONE LMS as successfully as possible

- Help admins set up and optimize new training program features, including: vILT, mobile learning, gamification, Salesforce.com integration and more
- Assist in creating a custom reporting package that mines the right data for reliable, actionable insights
- Apply Expertus best practices to strategically launch new training plans, programs and work cycles
- Aid in loading/testing of new content to ensure it will work correctly (i.e. avoid costly post-rollout issues)

Increase Business Productivity

Get more from your LMS investment with premium resources that smooth systems setup and maximize use

- Access shared ExpertusONE site for testing and setup validation
- Send three administrators each year to scheduled ExpertusONE Virtual Admin Training; immediate access to new training videos
- Get advance insight of ExpertusONE's roadmap and provide input

Ensure Fast Problem Resolution

Get support when you need it with fast answers to your "how-to" questions and rapid technical support

- Hold Solution Meetings as needed to review open tickets, enhancement requests and support items
- Top priority for Professional Services projects and scheduled training sessions requests
- Coordination/attendance at quarterly Account Reviews with your Account Manager and LMS Specialist



How will ExpertusONE Premier Support impact your learning business? Your initial investment in our strategic, one-on-one guidance will pay off big in the long-run – ensuring that all new training features and functionalities are properly developed and then eagerly embraced by learners and admins alike.



Schedule a meeting...

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