

# Stranix Managed Services: *Unleashing the Power of Your SumTotal Learning Management System*



***You have just implemented the world's leading learning management system from SumTotal Systems. What's next? How do you optimize the solution and begin using advanced features, meet your growing support and management needs, and begin to realize the value of your investment?***

***Stranix is a global provider of workforce performance solutions and as a strategic partner of SumTotal Systems, we come together to provide Managed Services around the SumTotal Systems suite of applications. These services are designed and focused on ensuring that you achieve the maximum return on your SumTotal investment.***

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## Managed Service Benefits and Capabilities

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- **Deep Expertise** – We provide a team of experts with a broad range of skills dedicated to providing you the subject matter expertise needed to achieve your business objectives. Basic service teams are comprised of business, functional, technical and administrative resources lead by a solution manager - all of which are SumTotal Certified.
- **Administrative Support** – We provide the support for daily tasks such as course and curriculum structuring and publishing, trouble-shooting requests, data loads, advanced functionality use, user and enrollment management. This frees up important resources so you can focus more on your core tasks and strategic initiatives.
- **User Empowerment** – Our goal is to provide your users with the skills and knowledge that they need to achieve your business's objectives and goals. Our trainers and experts focus on delivering knowledge that is relevant and aligned with your specific objectives. This enables your users to achieve their defined goals.
- **Training** – Highly skilled trainers provide custom training as needed per your specific requirements i.e. rolling out the solution to a new department, training a new administrator, implementing advanced functionality.
- **Power-User Support** – The majority of questions and issues that arise are not related to system functionality, but rather how to apply the functionality to address a specific organizational requirement. Stranix Managed Services provides higher levels of support than what is available from most Vendors. We dedicate a solution support expert to your account so that they can become familiar with your organization specific requirements. This enables them to provide SME guidance on how to make the system do what you need it do.
- **Specialization** – We specialize in the SumTotal suite of applications as well as industry specific solutions. Our staff are SumTotal certified and have accumulated tremendous industry knowledge and expertise working with many of the Fortune 1000 companies.
- **Knowledge and Best Practices** - We leverage our knowledge and expertise to provide best practices, advice, and guidance on solution management

based on our experience with a wide-range of companies from SMB to Fortune 100.

- **Track Record of Success** - Stranix has helped some of the most respected company's in their industry realize increased profits and decreased operational costs through our Managed Services.
- **Access to Value-Added Services** – We staff experts in areas indirectly related to your Learning Management System such as content initiatives, assessments and testing, reporting and analytics, collaboration tools, knowledge management etc. These experts are available to assist in initiatives aimed at evolving your solution.

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### Scope of Managed Services

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- Define, develop and document ongoing management policies and procedures.
- Creation and documentation of Job Aids, knowledge bases, FAQs, etc. to support management and use of the system.
- Assign a Solution Manager that is intimate with your specific solution to serve as a single point of contact for all solution related activities.
- Field all troubleshooting, issue and support requests from power users.
- Provide best practices, expert advice from subject matter experts on how best to use the system to solve business issues.
- Advanced System Configuration to support business processes.
- Provide guidance and support on using the flexibility of the SumTotal Open Activity Architecture (OAA) to create learning activity structures that best meet your organization needs.
- Plan and execute initiatives to rollout the system to additional users including solution onboarding, adoption, and evolution.
- Make sure that you can get the data you need, through reporting and analytics, in the format you need to make important business decisions.

- Work with you to define and design instructionally sound curriculum paths and certifications.
- Ensure that the content that you are developing integrates and functions with your system correctly.
- User administration, course scheduling, resource management, catalog maintenance, and enrollment management.

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### Value of Managed Services

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- Provides the support and expertise so that your solution can evolve with the needs of your business.
- Provides the support you need to accomplish the day to day management of your system, addressing system management resource constraints.
- Increases and enhance the capabilities and system knowledge of your staff and organization over time.
- More cost effective and efficient than the hiring of fulltime personnel.
- Provides an array of skill sets that span all aspects of the solution and beyond, that would not be found in multiple fulltime employees.
- Access to resources with other capabilities and expertise to support initiatives indirectly related to your primary solution.
- Ongoing access to resources with deep expertise of the system to help you take advantage of advanced functionality and features.
- Establish and document formal policy, procedures and practices for management of your solution.

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### Specialization of Our Managed Services Team

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Our managed services team has the experience and qualification to support your organization. Each team member has:

- **Product Specialization** – This means they have been certified as a Subject Matter Expert by the vendor of the product they support.
- **Industry Expertise** – In addition to product specialization, our team members have an Industry

focus. This ensures that they have the knowledge of your industry and the impact of industry-specific requirements on your solution.

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### Differentiators

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- **Vendor Relationships** – We have a unique and strategic relationship with the majority of the vendors that we partner with, including SumTotal Systems, which directly benefits our clients. We work closely with each vendor department, i.e. R&D, Support, Professional Services, and Sales. This ensures we have access to all the same information and resources as vendor personnel would. We share ideas and collaborate very closely with our partners.
- **Client Relationships** – We strive for strong and long-lasting client relationships built on trust. We bring together our expertise and knowledge of workforce performance solutions with the business expertise of our clients to form a team that will enhance the value of the solution and realize the business benefits desired.
- **Experience** - Our team members have led and worked on some of the largest and most complex Learning and Performance System related projects in the World. We specialize in the SumTotal suite of applications including implementations, advanced functionality, and ongoing managed services.

#### About Stranix

Stranix is a global provider of workforce performance solutions and services that transform the business of established and emerging companies. Stranix helps clients realize their strategic vision, and execute on that vision, thus increasing business and workforce performance.

#### For more information

To learn more about the Stranix PerformanceCenter managed solution, please visit: [www.stranix.com](http://www.stranix.com), or contact Stranix Sales at Telephone: 214 432 8261  
E-mail: [sales@stranix.com](mailto:sales@stranix.com)



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