

Entitlement and eCommerce 6.0

In managing access to learning, as well managing pricing and payment models, flexibility and security are key to speed to profit. Address the learning needs of your enterprise, channel partners, suppliers, and customers with targeted access to learning content, learning events, learning maps, and support documents through the ACS Entitlement and eCommerce System 6.0.

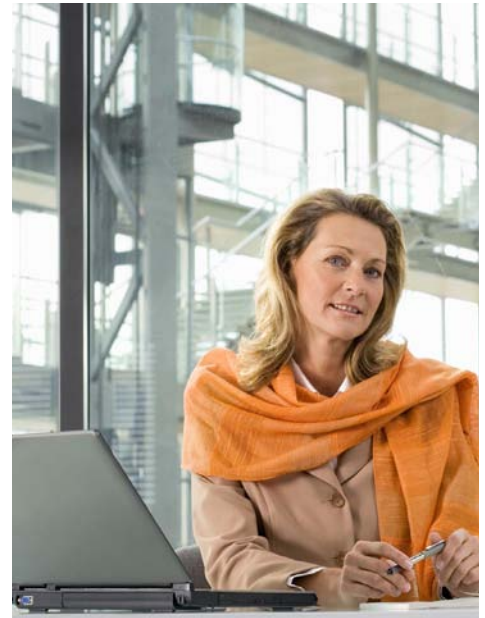
ACS Entitlement and eCommerce 6.0 is a powerful, robust application that allows you to extend the full suite of services and content of the ACS Learning Management System (LMS) 6.0 securely to select groups of users, be it channel partners, customers, resellers, vendors or employees, and entitle those select groups to specific, targeted content at their entitled price or discount.

Through ACS Entitlement and eCommerce 6.0, you can group, organize, and entitle specific groups of users to courses, events, documents, and learning maps within the ACS LMS 6.0 based on any attribute you determine. Define your organization using a configurable hierarchy and manage the interaction of selected users and the learning they require. Match the most appropriate learning to the needs of a specific audience. Any user—whether a “gold” partner, a designated management trainee, a reseller, a customer, or a call center operator—can be entitled by those attributes to specific, targeted learning. You can also charge a specific price or offer a special voucher based on these attributes and manage the e-commerce transactions, all from a single application.

Through a self-service interface, you can assign and entitle content, events, learning maps, or documents by user, groups of users, organizations, or hierarchical maps. Any of these learners or learning options may be associated with any other group or learning option. For example, you can entitle the course Beginning Network Technology Overview to all bronze-level partners; entitle all bronze-level partners to a 10 percent discount on published prices for courses; or entitle access to Beginning Network Technology Overview to all employees who have started with your company in the last 90 days.

Manage and educate your global audience with a single learning management system. Use entitlement to distribute learning to select groups. Securely manage which audiences have access to specific content, and which content or learning events that audience can view—users see only the learning products they are entitled to see. Through enhanced entitlement, you can manage any number of groups, through any hierarchical classification scheme, to have secure access to any course, event, or knowledge document in the ACS LMS.

If revenue is a driver, ACS Entitlement and eCommerce 6.0 allows you to charge targeted prices for the learning you provide. Allocate and collect fees, provide credits or vouchers, and offer subscriptions to any type of learning in multiple currencies. Through entitlement, specify list prices, volume discounts, user and group discounts, and time-based pricing programs. You can control how payments are distributed to vendors for entire groups of products or groups of users. Reusable profiles that you build give control and continued support for a variety of payment and pricing methods. Manage pricing and payment method by user, by products, or by designated users for designated products.



ABOUT ACS

ACS, helping companies deliver efficient, consistent, quality learning services; driving business value through effective management of LearnerCare. ACS is the leading provider of learning outsourcing services to companies that consider people among their most valuable investments. We partner with our clients to help them increase the value their people provide, by deploying effective, efficient, and performance-based learning aligned with strategic business goals. ACS has been consistently acknowledged as a leader and high end provider by analysts industry publications. Our clients include Ernst & Young LLP, Beckman Coulter, Cisco Systems, Canon U.S.A., Delta, Energy East, GM Europe, GSK, the Internal Revenue Service, Kraft, Network Appliance, Océ NV, Turner Construction, and many others. For more information on ACS, go to www.acs-inc.com/learning.

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