

ACS Hosted Platform Services

HOSTED LEARNING TECHNOLOGY AS A CRITICAL ENABLER OF GLOBAL WORKFORCE DEVELOPMENT

A 2007 industry report cited that the biggest challenges faced by learning executives and managers when operating an enterprise or extended enterprise learning organization are the heavy workloads for internal resources (56.6%), inadequate technical support to support learning operations (46.5%), limited budget (39.9%), and lack of qualified technical personnel (39.5%). ACS believes that companies can move beyond these barriers and gain the efficiencies and performance they expect by leaving the learning management and operations of enterprise learning technology to the professionals; at the increased performance levels within defined and predictable service level agreements.

ACS Hosted Platform Services are the operations behind the performance of many large global companies, operating and supporting the winning ACS IXP™ Learning Management Platform at levels of performance that exceed 99.0%. ACS hosted services are designed specifically to optimize learning applications and network performance and ensure a repeatable, speedy on-boarding process at a predictable, low cost. ACS Solution Hosting Services absorb the responsibility of learning infrastructure management, allowing our clients to focus on their core business.

Key features of ACS Hosting Services include:

- A reliable Tier 4 Data Infrastructure environment. This means that ACS provides hosted site infrastructure capacity and capability to permit any planned activity without disruption the critical load within a fault tolerant redundant architecture. The mission critical architecture is designed with security controls, fail-over redundancy, reliable application availability and quick, reliable internet connectivity. Teaming with your organization, we manage the responsibility of learning infrastructure performance, allowing you to focus on your core business objectives. ACS provides 24/7 support from physically and environmentally secure data centers, a shared network intrusion detection system (NIDS) in each data center, load balancing, and anti-virus scans of all provisioned repositories and applications databases on an infrastructure that is global, solid and renowned industry wide.
- Alliances with Major Infrastructure Providers
 - Cisco – Corporate Strategic Alliance; Gold Partner (USA)
 - EDS – Strategic Alliance, Tier 4 Hosting Facility
 - Microsoft – Gold Tone Partner
 - Compaq – Business Partner
- World Class Systems and Processes
 - Opsware™ Automation – Deployment / Operational Efficiencies
 - Urchin Web Traffic Analysis – Monitoring / Reporting
 - Keynote Transaction Perspective – Performance / Load Testing
 - Akamai EdgeSuite – Delivery Performance at the end of the network
 - EMC Storage – Delivery Performance
 - Cisco ISO / Support Tools – Delivery Performance
 - Automated Application Revision Management – Allows Administrators to Query Over 200,000 Different Applications
 - Extensive Go-Live Security Review per Service



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- Application and System Management. Managing the learning solution 24/7 are teams of experienced Intellinex learning solutions engineers. Utilizing robust ISO 9001-certified management processes, the support teams manage the performance of the application and systems, the delivery of learning content, reporting and integration, and the management of custom features and capabilities. Intellinex hosts and manages the integrated components of the learning solution from content, to infrastructure, to applications, including specialized or third party integrations.
- Services and Support. ACS guarantees detailed, first-rate support and management of your hosted environment and supporting administrators. Standard ACS Hosting Services support includes technology help desk support, level I customer support and level II support for problem identification, routing, resolution, documentation and analysis, version upgrades, reporting/distribution and service delivery management.
- The ACS Performance Analytics Agent is an optional tool and dashboard that can be integrated within the hosted offering that makes platform performance visible to business and operations managers. The performance management agent allows companies to monitor the performance of the hosted learning technology apart from other integrated network layers or applications, providing visibility into how well the network is delivering services to the end user, what may be happening within the network real-time.

With the ACS Hosted Learning Services every client platform is assessed, built and managed to the highest level of efficiency, scalability, security and effectiveness.

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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