

IXP™ Enterprise Learning Platform

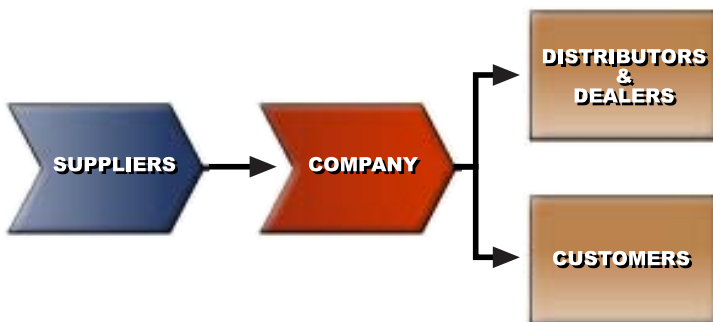
For Customers, Partners, and Distributors

IMPACTING THE PERFORMANCE AND SUCCESS OF YOUR PARTNERS, SUPPLIERS, AND DISTRIBUTORS IS AS EASY AS TRAINING YOUR INTERNAL SALES FORCE

Do you ever wonder how world-class companies utilize training and education programs to improve performance, increase productivity and profitability within their channel partners and distributors? Premier analysts at firms like IDC note that deploying highly targeted learning to customers, partners and distributors is fast becoming a significant new way for many organizations to increase revenue, impact their value chain and elevate customer satisfaction. For over a decade, ACS has enabled an array of Fortune 500 companies to achieve these goals. Types of companies include anything from a hardware manufacturer supporting its network of over 35,000 channel partners across 132 countries with timely product information and certification training, to a large construction company organization needing to meet the safety and compliance training needs of its 25,000 subcontractors, to a digital equipment manufacturer's 150-dealer network and sales force needing timely delivery of custom product training.

ACS ensures you get what you are promised when deploying a learning platform to deliver training to your extended enterprise. We have the experience and expertise to understand your business, and partner with you to help design a clear roadmap for success, with guaranteed, measurable results. In the past decade ACS has helped to create some of the most sophisticated learning solutions for companies needing to "optimize" the performance of their extended enterprise, comprised of dealers, resellers, distributors or channel partners in all parts of their business value chain, through the deployment of a highly configured and managed learning technology platform. How to deliver cost effective yet personalized product training and certification to these large and diverse external audiences?

THE EXTENDED ENTERPRISE



ACS takes a value chain approach with each customer, leveraging our expertise to help clients gain efficiencies, effectiveness, and optimization of resources in training and certification. We are then able to help boost success by assuming administration, delivery, and management functions, allowing our customers to focus on their core business and partner management. Why go it alone? ACS supports over a million extended enterprise users through world class applications enabling commerce and "entitled" solutions support services. We can help identify and configure basic content management capabilities and administrative controls, and provide world-class implementation and Tier One Operations Services from a team that is over 200 strong. ACS ensures 24x7 support, 9.999% uptime, with unrivaled security and operational performance in the industry.

ACS Extended Enterprise is an integrated, end-to-end learning platform providing multiple learning portals access, each supporting a different department or line of business from a single installation of the LMS.

- Shorten sales cycles, generating revenue more quickly
- Communicate/support geographically dispersed staff
- Rollout information on new products and services to selected audiences
- Attract, develop, and retain sales/technical talent

Each of the multiple learning portals can have its own set of features, look and feel for specific and unique groups of extended "learners".

- Configured up to require approval from multiple sources prior to course registration
- Enables self-registration for specific courses or across the entire learning portal
- Defines new and discrete user groups (with special security rights and access)

Each department or line of business can have its own set of customized reporting capabilities for tracking and managing the performance of customers, partners and resellers.

- Track reduction of operating expenses
- Reduce time needed to learn and support products
- Increased productivity
- Measure performance against established goals
- Track usage and re-usage of information, knowledge, and best practices
- Validate compliance with all local, state, and federal regulations

expertise in action™



IXP Enterprise Learning Platform For Customers, Partners, and Distributors

WE MAKE IT EASY TO GET STARTED— THE IXP IS BUSINESS-READY IN NINETY DAYS

ACS partners with you to conduct a complete analysis of how your company can improve business performance by tapping the value of your extended enterprise. Working with your key business leaders, our learning strategy specialists will evaluate the current situation and recommend the right extended enterprise model to help your business. The hosted IXP Learning Platform comes configured with features and functionality specifically designed to increase the performance of users outside the walls of the enterprise. Need help measuring results? ACS managed services support team will integrate with all existing ERP, CRM, HRIS or other enterprise data systems, providing you a full view of the performance of your extended customers and partners.

ACS configures each version of the IXP specifically to address users outside the walls of the enterprise. It enhances functionality in administration, delivery, performance, management and measurement as part of the baseline package! Users can locate content by catalog, mandated notifications, advanced search or “entitlement”.

Most LMS’ provide “entitlement”, or access within domains, that might associate a “learner” to the catalog or learning objects—basically “people to things”. ACS has developed an enhanced entitlement engine enabling administrators to easily associate all objects to any and all people, and to commerce activities, with infinite methods for allowing administrators to assign permissions and track usage.

EXTEND YOUR PROFITS BY OPTIMIZING PERFORMANCE

Workforce Optimization

- Improve the speed by which employees and extended enterprise customers can learn the business, learn their roles and become effective contributors
- Increase retention rates by providing learning and development opportunities
- Improve the performance of existing employees across the extended enterprise by providing them with the information they need, when and how they need it, in order to be successful
- Seamlessly track and manage compliance and certification so your distributors and resellers can focus on activities critical to your business
- Increase the value of the learning investment with the extended enterprise

Efficiencies and Speed to Profit

- Improvement of the quality and consistency of information communicated to all partners
- Increased speed by which to share information, issues, and opportunities
- Overall acceleration of products and services to market with streamlined knowledge share
- Revenue-generating opportunities through the sale of learning to the extended enterprise

Cost Reduction

- Improvement of the quality and consistency of information communicated Reduced total cost of ownership
- Reduced facility costs through introduction of self-serve models
- Reduced resources by leveraging ACS managed services support infrastructure
- Reduced number of errors through communication of timely and consistent information
- Reduced redundancies in partners’ procurement of training and information

ALL CORE ACS FUNCTIONALITY PLUS SPECIAL ACS FUNCTIONALITY

- Registration—Bulk and Self Services
- Infinite Entitlement/Domains
- Personalized Branding at Domain Levels
- Advanced Metadata Schema
- Dynamic User Profiles
- Advanced Reporting
- Advanced Learning Maps (individual/group)
- Advanced Notification
- Advanced Course Management
- Mandated Learning and Pages
- Deep Links
- Advanced Languages
- Web Services API
- Enhanced Security
- Secure Logon and User Authentication
- Enhanced Performance at High Volume
- E-commerce, Subscriptions, Bundling
- Third-Party LCMS, Content Integration
- Advanced Certification Management
- Data Integration and Analysis
- Analytics

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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