

ACS Managed Learning Services

LIFE CYCLE LEARNING MANAGEMENT SERVICES THAT PROVIDE RELIABLE, AFFORDABLE, TECHNOLOGY SUPPORT

ACS offers a new approach to the adoption and implementation of learning technology; a partnering approach to designing, building, and operating large-scale, technology-enabled learning solutions without draining budgets or straining resources. We call this a "Business-Ready" approach to learning management, supported by the acclaimed IXP™ Learning Technology Managed Services model.

What if you could easily scale resources, up or down, to meet the changes in staff size or strategic direction of your business, without hidden hardware, software, or services costs? The ACS Solution Management Team will effectively manage your learning applications within a reliable, secure, and ready to run environment-- any time from anywhere. The ACS team merges best practices in learning technology, content, and services under service level agreements unique to your organization, to create flexible learning solutions that are unrivaled by any single learning provider.

ACS provides a value-added services approach that combines four key elements that ensure the development and delivery of the world's best learning solutions.

LEARNING TECHNOLOGY SERVICES THAT SCALE AND GROW WITH YOUR BUSINESS

ACS provides a designated Solution Management Office team (SMO) specific to each client; large or small. The SMO communicates with your designated learning managers on a daily basis monitoring the operational effectiveness of the solution, helping plan for changes in requirements, and implementing changes or enhancements.

The ACS SMO also works with your strategic managers, IT and business stakeholders; supporting your efforts, and providing effective, seamless and transparent service delivery and reporting services. SMO services include 24/7 help desk escalation and problem resolution, troubleshooting, and break/fix development requirements, capacity planning, and platform reporting. This is all part of the standard ACS package helping companies avoid those unpleasant surprises and unexpected charges that tend to bog down the success of the typical behind-the-firewall software purchase. Your ACS team will also manage third-party content and application integration, provide customized reporting services, and perform administration support services upon demand.

CONSISTENT, PREDICTABLE SERVICES SUPPORT IS PART OF THE SERVICES PACKAGE

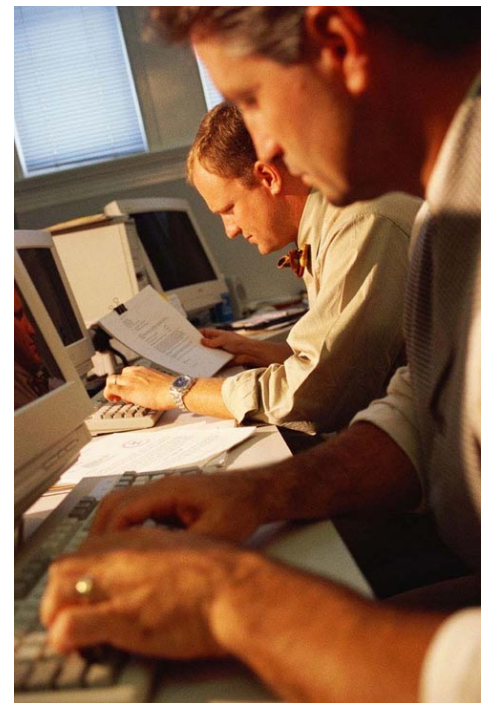
Building and managing your learning technology applications is our core business. Adding value is our key mission. In addition to day to day operations support, the ACS Managed Services team also enables the following as part of our life cycle service level agreements:

ASP Hosted Services

Guaranteed performance, reliability and security levels to meet the needs of the most stringent regulatory environment. (see details in the ACS ASP Hosted Services Data Sheet)

ACS BLENDING EXPERIENCE AND SCALABILITY

ACS supports more than 2.5 million global learners in 72 countries with specialized learning services professionals-- 365/24-- including administrative support, and a world-class standardized application management process. ACS delivers robust, scalable learning technology solutions with an unrivaled performance and reliability rating in the industry. ACS stands for expertise, commitment to quality and delivering on our promise. Whatever the size of an organization, these ACS assurances set us apart.



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Solution Integration Services

ACS has experience integrating with more than 75 third-party applications and systems. The ACS IXP™ Platform is also SOA architected, designed to integrate seamlessly with your existing enterprise systems, such as HRIS, ERP and CRM. The IXP also integrates with dozens of standard compliant third party content libraries, knowledge repositories or content management systems.

Implementation and Operations Services

The ACS SMO team ensures your system is operating in alignment with your business requirements. Flexibility, modular structure, and engineering disciplines present a technical environment that accommodates personalization and unique functionality features specific to your needs. The ACS SMO teams assess, designs, and builds the required features and functions required with deployment to production, always maintaining strict operational and configuration standards to optimize the performance and reliability of the platform.

Project Management Services

As your organization evolves and your strategy shifts, business requirements for your learning solutions will change. The ACS SMO provide skills, competencies, strategy consulting and supplementary staffing to ensure that your learning solutions grow and adapt holistically to your business, and continue to add value for the future. Such services include:

- Web-site content support and usage analysis
- Catalog management and item descriptions
- Pricing and commerce
- Reporting
- Vendor management
- Learning assessment and measurement
- Learning administration management
- Process documentation & scheduling
- User feedback & survey administration

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.

COMPREHENSIVE MANAGED SERVICES

HOSTING INFRASTRUCTURE (ACS and EDS)	SOLUTION MANAGEMENT OFFICE	PROJECT MANAGEMENT
<p>Complete Hosting Infrastructure (Provided by ACS and EDS)</p> <ul style="list-style-type: none"> • Production / Staging Environments (Three Tiered Server Infrastructure, Network Hardware, Data Storage, and Internet Connectivity) • Dedicated (Customer) T-1 Circuits <p>Comprehensive Platform Support Services (Provided by ACS and EDS)</p> <ul style="list-style-type: none"> • ASP Contract Services for Hosting Infrastructure (Includes Server, Application, Database and Network Management) • Global Content Distribution Network • Platform Security (Access and Data) • Technology and Data Integration • Scheduled Upgrade Service 	<p>Solution Management Service</p> <ul style="list-style-type: none"> • Scope of Service – Focus on Production Solution Operations and Support • Measurement – Issue Response and Resolution Matrix, and Customer Satisfaction Rating • Tools – SLAs, Operations Scorecard <p>Functions</p> <ul style="list-style-type: none"> • Dedicated Single Point of Customer Contact • Help Desk Support Service • Troubleshooting Service • Solution Documentation • eCommerce Service • Platform Capacity Planning • Customer Care and Reporting 	<p>Project Management Service</p> <ul style="list-style-type: none"> • Scope of Service – Focus on Design and Implementation of Changes to Production Solution • Measurement – Solution Quality Performance Matrix, and Customer Satisfaction Rating • Tools – SLAs, Standard SOW <p>Functions</p> <ul style="list-style-type: none"> • Dedicated Program Manager • Manage Customer requirements Definition and Solution Integration • Co-Develop Project Scope, Deliverables, Timelines and Budgets • Coordinate Resource Requirements • Status Reporting

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