## HOW WERE THEY SELECTED?

- A review of 690 systems was conducted. From that list, based on various factors (20 in all) and analysis.
- Each section was weighted and points tallied.
- Vendors targeting small business were compared with their contemporaries and so forth (rather than Small biz vendor matching up against Enterprise).
- Equally vendors who are LMSs were compared against similar; learning platforms against similar; micro-burst learning systems against similar and so forth.

## HIGH IMPORTANCE

- Usability, Standard Features, Security, Feature Forward, Type of LMS – and whether it truly aligns to what type they are claiming their system slides under, Support and Service, Dashboards (learner and admin)
  - Administration usability played a bigger role than last year, Learner continued to play a BIG role
  - Integrations and APIs
  - Cloud infrastructure – how often is your data backed up, what is their recovery process? How well can you trust your data center?
  - Security and Privacy – here.

## MEDIUM IMPORTANCE

- Mobile – it’s still in the growth stage, even with those pitching “mobile first”
- Administration functionality - reports too
- Social, Gamification and where are you going with that; Just because you have “rewards” doesn’t mean you automatically get a reward, but tell us you have a virtual wallet tied to interactive games, and now we are talking – and you are scoring high too
Many are providing feature sets that go beyond “forward thinking”. Traditional? I don’t think so.

Courses (purchasing that is), is the priority and the LMS is secondary. Still, there are a few out there, who are still strongly committed to their LMS design, usability and features.

Sometimes referred to as “micro-learning” or “micro-learning systems”.

Majority of vendors are still identified/classified as an LMS.

What is the key differentiator between a learning platform and an LMS? Analytics. You want robust? Better look towards an LMS (in an overall comparison). The argument about being more streamlined? Well, it’s still debatable (some LMSs are going streamlined and some LPs are expanding).

Knowledge platforms are back. Some never left.

Only a few vendors really play in this sub-set of the LMS space. If the system is only TM or TM/PM or HCM without learning, it is not part of the LMS sub-genre world.
Top 50 Learning Management Systems
2016

1. ExpertusOne
2. Growth Engineering
3. eLogic Learning
4. SkillsServe
5. Pathgather
6. Docebo
7. Frog
8. LearnUpon
9. IMC Learning Suite

LMS Top 50 2016 Report
Top 50 Learning Management Systems
2016

10. Spoke by Unboxed
11. Kallidus
12. Saba
13. Blackboard
14. SumTotal Learn by Skillsoft
15. ShareKnowledge
16. Instructure Canvas
17. Cornerstone Learn
18. Learndot
Top 50 Learning Management Systems
2016

19. Adrenna Learn
20. Fuse Universal
21. ELEARNINGFORCE
22. Administrate
23. NEO
24. Agylia
25. Meridian KSI
26. Accord
27. MATRIX
Top 50 Learning Management Systems 2016

1. Otus (K-12)
2. CD2 Learning
3. DigitalChalk
4. Axonify
5. Biz Library
6. Shift IQ
7. Torch LMS
8. eXact Learning Solutions (LCMS)
9. WBT Systems - TopClass
Top 50 Learning Management Systems
2016

LMS Top 50 2016 Report
Top 50 Learning Management Systems
2016

Litmos
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Tessello
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CourseMill by Trivantis
48

DB Primary
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Elan - TTN
50
ExpertusONE

Expertus is a global organization dedicated to serving the learning needs of enterprises throughout the world. Founded in 1998, Expertus has built long-lasting relationships with our clients delivering world-class operations and administrative services around multiple learning management systems. Having served the learning industry for more than 15 years, Expertus is known as a preeminent thought leader in the LMS technology and services arena which is why we take great pride in keeping our customers updated on latest best practices and emerging trends. On a continuous basis, Expertus publishes insightful tools and documents that include everything from best practice newsletters, case studies and white papers to product training videos, surveys and blogs. And we realize that by making our customers experts in all things learning, we’ll ensure their current and future success.

Verticals (no more than 4)

• Manufacturing
• Technology
• Retail

Corporate Information

Locations: Santa Clara, CA USA
Number of Clients: 50+

Tel: 877-827-8160
Email: info@expertus.com
Internet: www.expertus.com

LMS Top 50 2016 Report
ExpertusONE LMS

Pricing

What is the cost of your setup fees? (If you have multiple options, present them. If you have a “range”, then put it down, but state it depends on XYZ factors.)

Setup fees vary widely from a base of a few thousand dollars to large-scale deployments with multiple modules and integrations, along with varying data migration needs.

Setup fees include:

- Private Cloud setup
- Centralized Configuration deployment
- Branding
- Virtual Training for administrators
- Users Acceptance training
- Go-Live support

How do you define pricing? If the pricing is different for internal vs B2B/B2C, indicate as such.

Pricing is user-based by the Edition that fits the customer business requirements and size. Pricing generally includes a one-time implementation fee plus a yearly SaaS fee that is based upon number of users.

Do you offer a “buy now”, “go now” live option, whereas a customer can buy the system using a credit card and then technically go live instantly.

A ‘go-live’ option is offered in Salesforce and allows a system to be turned on within the next business day. One of the Edition options will allow go-live with a credit card.
ExpertusONE LMS
Implementation, Uptime, Roadmap, Updates

For an implementation, is this client specific or general functionality? With or without other clients?
Client specific implementation.

What is your uptime of your system? (i.e. “Our uptime is 99.4%)
99.99%.

How often do you release new functionality?
Expertus performs product updates to ExpertusONE multiple times per year. These updates contain new functionality, enhancements and defect fixes.

How often do you update the system? If it is continuous updates, state “continuous”. How often do you do maintenance on your LMS and how far in advance do you notify your customers?
Expertus performs product updates to ExpertusONE multiple times per year. Expertus provides customers a minimum of two weeks advance notice for each release. Release notifications and release notes are published in their blog / community portal. Product documentation (user guides, job aids etc.) is updated to reflect the latest changes and additions.

LMS Top 50 2016 Report
ExpertusONE integrates with any HR system that provides a flat file for import and/or API calls. The most commonly requested integrations are SAP, Workday, Oracle, ADP and Salesforce.

Do you charge for integrations/interfaces with HRIS/ERP and other systems not listed? If yes, how do you calculate fees?

In the case of non-standard HRIS or ERP systems, standard integration pricing is provided.

What is on your roadmap for 2016? Please list no more than five items.

This year’s roadmap includes: web dashboards, expanded eCommerce, advanced gamification, improved on the job training, deeper Salesforce analytics leading to enhanced sales intelligence. A Mobile First approach will continue.

What type of development process do you use? (Agile, Waterfall, Custom)

Agile.
What data center (server host) do you use (i.e. host your LMS). Examples: Amazon S3, Rackspace, etc.

ExpertusONE ™ is hosted in a Rackspace managed data center.

Does your data center and/or hosting facility have any certifications (i.e. SAS 70, PCI, ISO 27001, HIPAA)? If yes, please list.

ExpertusONE ™ is hosted in a Rackspace managed data center that is ISO 27001, CDSA, SSAE16 Type II - SOC1, SOC2 certified.

I’m concerned about privacy issues and notice that the hosting site is in the United States. Does your hosting site have servers available in other countries?

Hosting Partner Rackspace has a presence in the US, UK, Australia and Hong Kong.

How often do you backup the data and what is your recovery process? (Please no more than three sentences – just high level)

Backup is provided on an on-going basis with retention period of one month. Additionally, production databases run with archive logging turned on. Archive logs are retained for one month. An exclusions and inclusions list can control what will be backed up to the media. The RTO and RPO for recovery is determined based on the customer’s need.
ExpertusONE LMS

Security

Is the hosting facility SAE16 Type II - SOC1, SOC2 certified?

Hosting partner Rackspace is SAE16 Type II - SOC1, SOC2 certified.

Encryption. How will you protect credentials and data transmissions from detection while in transit to your application?

ExpertusONE Security layer uses OAuth and SSL to transport and protect against unauthorized access to the system and data. ExpertusONE™ expects a trusted relationship established across systems using the shared secret security model. Every API call is authenticated against the trust that is unique to each customer, and re-issued on a periodic basis.

Do you offer Single-Sign on capabilities (trusting an already-issued SAS web credential)?

ExpertusONE supports SAML 2.0 or ADFS compliant single sign-on. This can be setup as either an assertion-based (SAML) or claims-based (ADFS) model. All identity providers for SAML are supported.

Is OAUTH 2.0 used for secure connections?

Yes.
ExpertusONE LMS
Latest Features

Mobile Capabilities?
Responsive, native app for iOS and Android, geolocation for ILT built into the app, on/off synch. Learner, manager and instructor features are in the app, some of which allow voice enables commands. Administrators have mobile dashboard capabilities as well as the capability to create classes and text users with messaging.

Do you offer a coaching/mentoring capability within your system? If yes, how does it work (no more than three sentences)
ExpertusONE enables users to connect and find subject matter experts through the social profile user search. In addition, Coaches/Mentors can be connected to users for overseeing training progress, new assignments, and recommendations.

Gamification? If yes, identify the feature sets.
Leaderboard, badges, points.

Social features – What can the learner do or what is included in the social capability of your LMS?
1. Discussion Forums - Directly connected to catalog items and are visible to learners if they’re authorized to see the related course (i.e. access controlled). Learners can submit comments and contribute to the discussion thread.
2. Course Ratings (Stars) Learners can quickly rate training once they’ve completed a course/curriculum or certification.
3. Share - Learners can, with just one click, share any catalog item with peers and colleagues.
4. Chat (Instant Messaging) – Learners, instructors and admins can also collaborate over chat.
ExpertusONE LMS

Latest Features

**F**

What are your “content curation” features? Please no more than three sentences. You can also do bullet points. Focus on the “best” capabilities.

ExpertusONE provides a centralized content management system which supports the newest content types such as xAPI/Tin Can, video streaming, and social content. Content can be versioned and courses and registrations will be automatically updated with the new version.

**A**

Do you offer deep learning (aka predicative analysis)? If yes, what is it able to do within the system? In other words, what is its capabilities?

ExpertusONE is designed to provide an engaging experience that leverages user data to power a recommendation engine. The user is presented with relevant contextual content.

**C**

Do you have xAPI? What about an LRS?

Yes on xAPI. Yes on an LRS.

**T**

What are the analytics that system shows to the administrator?

ExpertusONE has a built-in reporting tool – ExpertusONE Insights. Ad hoc reports can be created either via ExpertusONE’s Report Design Wizard or SQL Report Query Builder. The ExpertusONE LRS and ExpertusONE Mobile offer productivity enhancing dashboard reports for both managers and admins.
ExpertusONE LMS
Compliance, Competencies, Talent

What do you offer in terms of compliance?
Compliance features include both complete by dates and expires on functionality. This allows for reminders and notifications to be sent to learners to complete a series of training activities under a defined learning path and with regular time intervals in between.

Are you planning on adding any “new” compliance features in 2016? If yes, what are they? PLEASE just list (with commas as a separate item). For example, you may add a CPD mobile app.
Compliance features will be further enhanced to support advanced customer and market needs.

What do you offer in terms of competencies?
Information not available at the present time.

Do you offer or include any talent management functionality within your LMS? If yes, please list the features. If it is an additional cost (i.e. the talent mgt.), please state as such.
Not available at the present time.
Based on your own data, what administration functions are used the most often? Please present up to four.

Course / class creation, User profile creation, Content upload, Reports.

Do you provide training to administrators? If yes, is it free or fee based? Is it “live” via a webinar for example, or at a classroom or is it via pre-recorded videos? What is included in the training? (Please no more than three sentences)

Provides an Administrator training class delivered both virtually and instructor-led. In addition, a complete library of on-demand videos and job aids are available to customers via the Community Portal. Admin training is free.

How many reports are included in your LMS? Do you offer ad-hoc?

100 canned reports. Yes on ad-hoc.

Do you have an administrator dashboard? If yes, what is “viewable” on the home page.

Yes. Provides quick insight into class utilization and status, shortcuts to rosters and catalog access, as well as delivery schedules, instructor schedules, and more.
How many people do you have in support? Do you have support agents that speak any other languages besides English? If yes, list the languages. Where are your support agents based (i.e. located)?

75 support agents. English is the only language that is supported. Support agents are based at their corporate location in Santa Clara, CA, USA.

What are the hours for support? Do you offer different types of support (i.e. basic is free, prem is $$$)? What is included in basic vs. premium? Is support only for administrators?

System includes 24 x 7 support. Premium support options (fee based) are available for administrators and learners.

Community site portal? If yes, what is included?

ExpertusONE Community Portal connects customers with other customers and ExpertusONE experts. The Community Portal is designed to provide customers with user guides, best practices guides, training videos, blogs on best utilizing ExpertusONE and more. ExpertusONE customers also have the option to work closely with their account manager on new initiatives and projects.

What is the ratio of support tickets to number of clients?

The average daily ratio of support tickets to the number of clients is 1:3.
Growth Engineering

The Academy LMS is a fully gamified, social online learning platform that combines an engaging learner experience with intuitive and robust admin features.

Growth Engineering have been at the forefront of learner engagement technologies since 2004. In that time, we’ve pioneered the use of gamification and social functionalities to make the online experience more enjoyable for learners. Our intensive, client-led development schedule ensures that The Academy LMS provides a learning solution that captures the informal elements of the learning process, drives intellectual capital and meets the expectations of today’s learners.
Growth Engineering’s Academy LMS

Pricing

What is the cost of your setup fees?

$24,835

Setup fees include:

Academy design, configuration, full administrator training (including dedicated admin training LMS), project planning and project management until platform launch and data migration (up to three days’ development work).

How do you define pricing? If the pricing is different for internal vs B2B/B2C, indicate as such.

Licensing is based on the number of individual learners. E.g. 20,000 – 24,999 learners is $13,244 per month.

Do you offer a “buy now”, “go now” live option, whereas a customer can buy the system using a credit card and then “technically” go live instantly.

No.
For an implementation, is this client specific or general functionality? With or without other clients?
Client specific.

What is your uptime of your system? (i.e. “Our uptime is 99.4%)
99.9%

How often do you release new functionality?
Minor releases every week. Major releases at least every quarter.

How often do you update the system? If it is continuous updates, state “continuous”. How often do you do maintenance on your LMS and how far in advance do you notify your customers?
Updates are continuous. Server maintainence, though rare, is scheduled out of office hours (UK) and customers are notified two weeks in advance.
How many HRIS/ERP systems can you interface with? What do you find to be the most often requested HRIS/ERP systems, that clients inquire about (regarding interface or connecting)?

The Academy LMS can integrate with any HRIS or ERP system. Due to client various requirements, there is not one HRIS/ERP system that most clients inquire about or want to connect to.

Do you charge for integrations/interfaces with HRIS/ERP and other systems not listed? If yes, how do you calculate fees?

Integrations are provided at an additional cost which is calculated according to the number of days' development required.

What is on your roadmap for 2016? Please list no more than five items.

- The Reward Centre (exchange virtual points for real-world rewards)
- Social Q&A (an organic knowledge base created through social interaction)
- Admin area overhaul (improved UI and functionality)
- Content Personalization (Learners recommended content depending on current progress/performance)
- Improved Classroom functionality

What type of development process do you use? (Agile, Waterfall, Custom)

Agile.
**Data Centers**

**What data center (server host) do you use (i.e. host your LMS). Examples: Amazon S3, Rackspace, etc.**

Data center: Rackspace.

**Does your data center and/or hosting facility have any certifications (i.e. SAS 70, PCI, ISO 27001, HIPAA)? If yes, please list.**

- ISO 27001:2013
- ISO 9001:2008
- ISAE 3402 Type II Service Organization Control - SOC Reporting
- ISAE 3402 Type II Service Organization Control - SOC3 Reporting
- PCI Data Security Standard (DSS)
- ISO 14001:2004
- BS OHSAS 18001:2007

**I’m concerned about privacy issues and notice that the hosting site is in the United States. Does your hosting site have servers available in other countries?**

Physical servers are available in US and UK and cloud servers are used for Australia. Rackspace’s takes advantage of Akamai’s Content Delivery Network across a map of more than 200 edge locations throughout six continents.

**How often do you backup the data and what is your recovery process? (Please no more than three sentences – just high level)**

Data is backed up daily. Recovery in two hours. Process not provided.
Growth Engineering’s Academy LMS

Security

**S** Do you offer Single-Sign on capabilities (trusting an already-issued SAS web credential)?
Yes. SSO is an additional cost.

**A** Is OAUTH 2.0 used for secure connections?
Yes.

**F** Encryption. How will you protect credentials and data transmissions from detection while in transit to your application?
SSL encryption is available and all passwords are encrypted one-way.

**E** Is the hosting facility SAE16 Type II - SOC1, SOC2 certified?
Yes
Growth Engineering’s Academy LMS

Latest Features

Mobile Capabilities?
Responsive, supports HTML5 courses. Native apps (however, new versions are in development for iOS and Android), on/off synch.

Do you offer a coaching/mentoring capability within your system? If yes, how does it work (no more than three sentences)
A live chat feature lets learners communicate in real time with experts (or each other). Dedicated discussion groups provide a space to find specific information. Those who contribute the most appear at the top of a leaderboard, identifying them as experts.

Gamification?
Points, badges, leaderboard, levels, built-in badge library. The entire LMS is built around gamification. A Reward Center (with virtual wallet) is planned for release in Q1 of 2016.

Social features – What can the learner do or what is included in the social capability of your LMS? Select the top three or four.
The LMS includes social network-style feed wall, live chat, discussion groups. Each of these features are tied closely to the gamification capabilities to encourage a complete informal learning solution.
What are your “content curation” features? Please no more than three sentences. You can also do bullet points. Focus on the “best” capabilities.

- Learners can vote on content ensuring the most useful content stands out.
- Insight groups create discussion areas that capture knowledge from all learners and managers alike.
- Admins can categorize and group content according to subject or learner group.

Do you offer deep learning (aka predicative analysis)? If yes, what is it able to do within the system? In other words, what is its capabilities?

Administrators can set up assessments which push learning content accordingly. Development of content personalization functionality is planned for Q2/Q3 2016. This will recommend content depending on the learner’s past performance.

Do you have xAPI? What about an LRS?

Yes with xAPI. Planning on adding a LRS at a later date.

What are the analytics that system shows to the administrator?

A reporting suite lets the admins conduct analytics on learners’ actions within the platform and on the content. The reporting feature set is extensive.
Growth Engineering’s Academy LMS
Compliance, Competencies, Talent

What do you offer in terms of compliance?

Features include licensing of different job roles with attendant review tools plus monitoring and reporting to managers, supervisors, head of compliance. Tracking of On-The-Job, Continuing Professional Development (CPD) and other informal training activities. Diagnostic tools to identify compliance and competence gaps and recommend or assign appropriate learning.

Are you planning on adding any “new” compliance features in 2016?

No.

What do you offer in terms of competencies?

Import skill dictionaries and job definitions and link definitions to competencies. Link to a career development framework and match competencies, skills, job level, and job role to available courses. Allow managers to assess an employee’s existing skills. Allow learners to self-assess their existing skills. Mastery learning.

Do you offer or include any talent management functionality within your LMS? If yes, please list the features. If it is an additional cost (i.e. the talent mgmt.), please state as such.

Performance Center (an additional cost and module). Features include skill gap analysis, career mapping, succession planning, performance reviews. In addition, a learner can track objectives and KPIs and earn badges for demonstrating values and principles of the company.
Based on your own data, what administration functions are used the most often? Please present up to four.

Classroom management and reporting functionalities.

Do you provide training to administrators? If yes, is it free or fee based? Is it “live” via a webinar for example, or at a classroom or is it via pre-recorded videos? What is included in the training? (Please no more than three sentences)

Admin training is included. These are face-to-face sessions (or webinars, if easier), regular phone calls and emails. Training includes learner management, use of gamification and social features, content management and best practice training.

How many reports are included in your LMS? Do you offer ad-hoc?

Admins can report on individual learners, groups of learners or on the content itself. Automatic reports can be scheduled according to the user’s preferences. Custom reporting options can be developed at additional cost. System includes ad-hoc capability.

Do you have an administrator dashboard? If yes, what is “viewable” on the home page.

Yes. The newly updated admin dashboard includes easy-access links to popular areas and a selection of graphs that can be customized according to the admin’s needs.
How many people do you have in support? Do you have support agents that speak any other languages besides English? If yes, list the languages. Where are your support agents based (i.e. located)?

20 support agents. Two of which are dedicated “customer excellence team” based in the UK. In Q1 2016, there will be additional support agents in the United States.

What are the hours for support? Do you offer different types of support (i.e. basic is free, prem is $$)$? What is included in basic vs. premium? Is support only for administrators?

Customer support is active during office hours (currently only in the UK) and additional support can be provided on a case-by-case basis and is subject to an additional cost.

Community site portal? If yes, what is included?

Yes. Academy Superheroes portal is an instance (copy) of the Academy LMS where admins from across their client-base can experience their own LMS from a learner’s perspective. It’s fully gamified and includes videos, documents and other resources pertaining to all areas of the Academy. It’s also 100% social meaning the admins can discuss best practices with each other and members of the Growth Engineering team.

What is the ratio of support tickets to number of clients?

Clients: 32
Support Tickets: 732
Ratio: 1:22.8
Support Tickets also include Development Requests
eLogic Learning

Founded in 2001, eLogic Learning is an award-winning industry leader in learning management systems, custom course content and learning strategy development. With our proprietary technology, content capabilities, professional experience and partnership attitude, we provide companies everything they need to continually enrich their most valuable asset – their people. Our commitment to fully understanding our clients’ businesses and objectives is what truly sets eLogic apart. We provide high-touch implementation and support services, ensuring the eSSential LMS exceeds expectations now and in the future.

Verticals (no more than 4)

- Financial Services
- Associations
- Hospitality
- Technology

Corporate Information

Headquarters
Tampa, FL USA
Number of Clients: 130

Tel: 813-901-8600
Email: sales@elogiclearning.com
Internet: elogiclearning.com
LMS Demo: http://youtu.be/J2WNPDBr4g

LMS Top 50 2016 Report
What is the cost of your setup fees? (if you have multiple options, present them. If you have a “range”, then put it down, but state it depends on XYZ factors.)

Implementation fees range from $20,000 - $50,000 depending on the size and complexity of the project.

Setup fees include:
Up to six weeks of project management, implementation kick off call, setup of stage and production environments, 12 hours of dedicated administrator training, data conversion and migration, all required data integrations, single sign on integration, eCommerce setup, custom URL domain, eLogic content bundle load, and up to a 60 minute custom course.

How do you define pricing? If the pricing is different for internal vs B2B/B2C, indicate as such.

The licensing models offered include Active User, Registration, Unlimited, and Perpetual for B2B and B2C. There is never any charge for inactive users.

Do you offer a “buy now”, “go now” live option, whereas a customer can buy the system using a credit card and then “technically” go live instantly.

No.
For an implementation, is this client specific or general functionality? With or without other clients?

Implementations are always client specific.

What is your uptime of your system? (i.e. “Our uptime is 99.4%)

99.99%.

How often do you release new functionality?

Clients receive new functionality every other week with a downtime of less than five minutes. New enhancements and functionality are “pushed” out in an inactive state. Each client can decide if/when they would like to activate the new functionality. In 2015, 91 new enhancements were released.

How often do you update the system? If it is continuous updates, state “continuous”. How often do you do maintenance on your LMS and how far in advance do you notify your customers?

The system is updated continuously. All of the clients are on the same version of the software. Monthly sprints are done for maintenance and bugs. The client is notified at a minimum 30 days in advance as the timeline is normally set for the next window when the current one is delivered.
How many HRIS/ERP systems can you interface with? What do you find to be the most often requested HRIS/ERP systems, that clients inquire about (regarding interface or connecting)?

Integrates with any HRIS/ERP on the market today. Have integrated with Workday, SAP, Oracle/PeopleSoft, Lawson, and UltiPro.

Do you charge for integrations/interfaces with HRIS/ERP and other systems not listed? If yes, how do you calculate fees?

All integrations/interfaces with HRIS/ERP and other systems are covered under the standard implementation fees.

What is on your roadmap for 2016? Please list no more than five items.

UI Refresh (Q1 2016), Salesforce.com Integration (Q1 2016), Ability to Schedule Standard Reports (Q1 2016), Native Mobile App for iOS and Android (Q3-2016), Community Management (forums) (Q4-2016)

What type of development process do you use? (Agile, Waterfall, Custom)?

Agile.
ELOGIC LEARNING LMS
Data Centers

What data center (server host) do you use (i.e. host your LMS). Examples: Amazon S3, Rackspace, etc.

CenturyLink. The production environment is hosted at the CenturyLink Cyber Center in Tampa, Florida. This Cyber Center is state of the art Cat 4 facility and offers physical security, as well as, disaster control and recovery to ensure that access to the LMS is always available.

Does your data center and/or hosting facility have any certifications (i.e. SAS 70, PCI, ISO 27001, HIPAA)? If yes, please list.

CenturyLink datacenter is SAE 16 certified. In addition, all CenturyLink facilities are designed and built to N+1 redundancy specification. CenturyLink is committed to certifying for all new builds to the Uptime Institute Tier III Constructed Facility standard and they are the only provider to commit to Uptime Institute M&O Stamp certification for all its data centers.

I’m concerned about privacy issues and notice that the hosting site is in the United States. Does your hosting site have servers available in other countries?

Can deploy client’s LMS in various locations, including behind their firewall.

How often do you backup the data and what is your recovery process? (Please no more than three sentences – just high level)

All mission Critical Data is backed-up and pushed to dual remote facilities using hourly snapshots. These are taken every hour and pushed to the remote site, encrypted in transit and at rest.

LMS Top 50 2016 Report
ELOGIC LEARNING LMS
Security

**S**
Is the hosting facility SAE16 Type II - SOC1, SOC2 certified?
Yes. The certificate is available upon request.

**A**
Encryption. How will you protect credentials and data transmissions from detection while in transit to your application?
All data is encrypted using 2048 or higher SSL and any personal information stored is encrypted at rest.

**F**
Do you offer Single-Sign on capabilities (trusting an already-issued SAS web credential)?
Yes. This integration is included at no additional charge.

**E**
Is OAUTH 2.0 used for secure connections?
No.
ELOGIC LEARNING LMS
Latest Features

Mobile Capabilities?

Do you offer a coaching/mentoring capability within your system?
Yes. Learner(s) can post questions on any topic in a social area or environment or designated area on within profiles or social wall or some other section. Learner(s) can view profiles and select “potential mentors” based on the skills and other information listed in the profile. Learner can share responses to question or questions with other learner or learners or groups, etc. Administrator can vet or moderate questions/responses.

Gamification? If yes, identify the feature sets.
Contests, badges, points and leaderboards.

Social features – What can the learner do or what is included in the social capability of your LMS? Select the top three or four.
Rating and review functionality with collaboration components scheduled to be delivered in Q3 2016.

LMS Top 50 2016 Report
What are your “content curation” features? Please no more than three sentences. You can also do bullet points. Focus on the “best” capabilities.

Currently, end users are not allowed to upload content to the system. This functionality is an admin feature only.

Do you offer deep learning (aka predicative analysis)? If yes, what is it able to do within the system? In other words, what is its capabilities?

Sort of through their Attribute Award functionality. However, eLogic does not at the present time have a robust deep learning capability.

Do you have xAPI? What about an LRS?

Yes on xAPI and an LRS.

What are the analytics that system shows to the administrator? (In this section – if you want to include screen shots, please place them either on a separate document, or include with your response as separate files.)

The three most popular analytics displayed via the dashboard are: overall learner satisfaction, most popular curriculum, and percentage of curriculum attempts that were successfully completed vs. total curriculum completions.
What do you offer in terms of compliance?

CFR21 Part 11, Audit trail, Licensing of different job roles with attendant review tools plus monitoring and reporting to managers, supervisors, head of compliance. Document management. Tracking of On-The-Job, Continuing Professional Development (CPD) and other informal training activities. Auditable compliance reports. Digital signatures and multiple other features and functionality.

Are you planning on adding any “new” compliance features in 2016?

No new compliance features are planned for 2016.

What do you offer in terms of competencies?

Import skill dictionaries and job definitions and link definitions to competencies. Link to a career development framework and match competencies, skills, job level, and job role to available courses. Track skills/competencies by course(s) and content. Allow managers to assess an employee’s existing skills. Allow learners to self-assess their existing skills. Mastery learning.

Do you offer or include any talent management functionality within your LMS? If yes, please list the features. If it is an additional cost (i.e. the talent mgt.), please state as such.

No.
Based on your own data, what administration functions are used the most often? Please present up to four.

Registering users for training (either through mandatory assignment rules or registration wizard), Viewing and running reports, Reviewing end-user transcript either to edit status, answer compliance question or determine time user spent in eLearning course, and Uploading new content to the LMS.

Do you provide training to administrators? If yes, is it free or fee based? Is it “live” via a webinar for example, or at a classroom or is it via pre-recorded videos? What is included in the training? (Please no more than three sentences)

Yes, 12 hours of live training in person or via webinar is provided to all clients.

How many reports are included in your LMS? Do you offer ad-hoc?

15 standard reports. Yes on ad-hoc.

Do you have an administrator dashboard? If yes, what is “viewable” on the home page.

Yes. The Admin Dashboard page shows the # of site licenses, # active licenses and remaining # of Licenses, most popular curriculum, overall learner satisfaction, percentage of curriculum attempts that were successfully completed vs. total curriculum completions, registrations that had a deadline and were not completed within the date range selected, # of course completions, # ILT’s that were attended, # unique users during the date range, # of courses completed, and # of training events attended.
How many people do you have in support? Do you have support agents that speak any other languages besides English? If yes, list the languages. Where are your support agents based (i.e. located)?

Seven support agents. Support is available in English and Spanish. All the support agents are located at the headquarters in Tampa, Florida.

What are the hours for support? Do you offer different types of support (i.e. basic is free, prem is $$$)? What is included in basic vs. premium? Is support only for administrators?

Unlimited web ticket and phone support Monday – Friday from 8:00am to 5:00pm for Administrators, as well as 24/7/365 escalated support for any major system issues. Support is included at no additional charge.

Community site portal? If yes, what is included?

No community site portal at this time.

What is the ratio of support tickets to number of clients?

Average a ratio of .31 support tickets per month per client.
SkillsServe, ranked in the top five LMS platforms in the world, delivers a cost effective, user-friendly suite of tools, which encourage learning, collaboration and performance improvement. It is a SaaS learning and performance platform for the online administration, tracking, delivery and sharing of learning programmes and content. SkillsServe includes full access to our built-in authoring tool, eCreator, which is user-friendly and flexible and allows you to create and maintain quality learning content quickly, easily and with minimal effort - even on a tablet. But, above all, Customer Service is at the heart of what we do - a true hands on help desk. We are not about selling software, we are about providing a service to our customers.
SkillsServe LMS

Pricing

What is the cost of your setup fees? (if you have multiple options, present them. If you have a “range”, then put it down, but state it depends on XYZ factors.)

Set up costs and lead time can be very low if you opt for our standard “out of the box” products, up to $25,000 for clients requiring a full custom set up.

Setup fees include:

- Branding
- Configuration
- Consultancy
- Project Management
- Training

How do you define pricing? If the pricing is different for internal vs B2B/B2C, indicate as such.

One off setup fees are based on resources required and annual Software as a Service subscription fee based on active user numbers.

Do you offer a “buy now”, “go now” live option, whereas a customer can buy the system using a credit card and then “technically” go live instantly. Think like a self-service gas/petrol station.

No.
SkillsServe LMS
Implementation, Uptime, Roadmap, Updates

For an implementation, is this client specific or general functionality? With or without other clients?

SkillsServe allows for both single and multi-tenancy platforms. Security protocols within the platform ensure that all data is compartmentalised as per client specifications.

What is your uptime of your system?

98%.

How often do you release new functionality?

Maintenance releases are weekly and a feature release every 6 weeks. Release notes can be reviewed at http://blog.skillsserve.com/

How often do you update the system? If it is continuous updates, state “continuous”. How often do you do maintenance on your LMS and how far in advance do you notify your customers?

SkillsServe updates are included within the service with no action needed by the client. Upgrades are scheduled overnight and out of business hours. For international clients this might be over the weekend. The upgrade roadmap is published in advance for client information.
SkillsServe LMS

Additional Insight

How many HRIS/ERP systems can you interface with? What do you find to be the most often requested HRIS/ERP systems, that clients inquire about (regarding interface or connecting)?

SkillsServe is experienced with many of the global HRIS/ERP systems, set up fees are part of the standard set up charge.

Do you charge for integrations/interfaces with HRIS/ERP and other systems not listed? If yes, how do you calculate fees?

There is a charge to integrate to HRIS/ERPs systems based on time spent.

What is on your roadmap for 2016? Please list no more than five items.

The ability to rate and comment on activities, multilingual versions of SkillsServe, the ability to brand the SkillsServe mobile App so it matches your company’s look and feel, social learning & tutor support, and a focus on responsive design.

What type of development process do you use? (Agile, Waterfall, Custom)

SkillsServe is developed using Scrumban agile project management – a hybrid of Scrum and Kanban method. SkillsServe uses a number of agile techniques including: Story Mapping, Test Driven Development, Continuous Integration, Online code reviews and Feature branching and switching.
SkillsServe LMS

Data Centers

What data center (server host) do you use (i.e. host your LMS). Examples: Amazon S3, Rackspace, etc.

SkillsServe is hosted in the advanced TeleCity data centre at Powergate, Acton, London, UK.

Does your data center and/or hosting facility have any certifications (i.e. SAS 70, PCI, ISO 27001, HIPAA)? If yes, please list.

Telecity are certified to ISO 27001, ISO 9001, ISO 14001, ISO 22301, ISO 50001, OHSAS 18001 and are signatory to EU Code of Conduct for data centres and carries out regular security.

I’m concerned about privacy issues and notice that the hosting site is in the United States. Does your hosting site have servers available in other countries?

Yes, TelecityGroup has data centers in key markets across Europe.

How often do you backup the data and what is your recovery process? (Please no more than three sentences – just high level)

SkillsServe databases are backed up using the following strategy: Hourly transaction log backups, Daily differential backups, and Weekly full backups. SkillsServe fully documented and tested data centre rebuild strategy in place, and can restore data up until at least 24 hours previous at a different site in the event of total data centre destruction.

LMS Top 50 2016 Report
SkillsServe LMS

Security

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**Is the hosting facility SAE16 Type II - SOC1, SOC2 certified?**

No, but Telecity has achieved the ISO27001:2005 Security Management standard.

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**Encryption. How will you protect credentials and data transmissions from detection while in transit to your application?**

Data traversing to and from the Unicorn hosting network is fully encrypted to SSH2 2048 RSA level. They also utilize secure firewalls and network intrusion detection monitoring to secure our hosting network.

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**Do you offer Single-Sign on capabilities (trusting an already-issued SAS web credential)?**

Yes/ SkillsServe supports two main types of Single Sign-On at present: Shared Key MD5/SHA Hash token and SAML Integration.

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**Is OAUTH 2.0 used for secure connections?**

No.
SkillsServe LMS
Latest Features

Mobile Capabilities?
Native mobile applications for Apple and Android devices.

Do you offer a coaching/mentoring capability within your system? If yes, how does it work?
SkillsServe includes a forms workflow solution which supports goal/objective setting, personal development plans, 1:1 meetings, recording observations and performance reviews. Roadmap for 2016 is tutor-led discussions/communications to enable guided learning.

Gamification? If yes, indentify the feature sets.
Supports gamification by way of leaderboards in content and in SkillsServe. Also builds serious games with an associate company Amuzo, a leading games studio, and are increasingly integrating the LMS and game developments.

Social features – What can the learner do or what is included in the social capability of your LMS? Select the top three or four.
SkillsServe supports integration with Twitter, blogs, LinkedIn and Facebook. It has a built in wiki area which enables user collaboration.
What are your “content curation” features? Please no more than three sentences. You can also do bullet points. Focus on the “best” capabilities.

SkillsServe has powerful built-in diagnostic tools that will map assessments and content, and create unique learning paths to meet identified personal gaps matched to job role. Clients can create and upload their own content in a wide range of formats and map them to learning objectives.

Do you offer deep learning (aka predicative analysis)? If yes, what is it able to do within the system? In other words, what is its capabilities?

SkillsServe supports diagnostic assessments to gauge learner requirements and adjust which content needs to be completed along with a final assessment to test the knowledge gained. The final assessment can be created and adjusted automatically based upon the diagnostic assessment questions and answers.

Do you have xAPI? What about an LRS?

SkillsServe supports the deployment, management and tracking of xAPI compliant content and acts as an LRS.

What are the analytics that system shows to the administrator? (In this section – if you want to include screen shots, please place them either on a separate document, or include with your response as separate files.)

SkillsServe tracks a wide range of activities and system usage. The reporting system includes aggregate data which can be used to provide totals, averages, maximum and minimum values across any of the sets of data. The new report visualisation tools enable presenting this data in dashboard form with the ability to group data and apply multiple charts to the same group (e.g. performance spread and completion rates by team or topic).
SkillsServe LMS
Compliance, Competencies, Talent

What do you offer in terms of compliance? I will identify the top four, based on consumer inquiries and trends.

SkillsServe compliance library has over 40 titles designed to support regulated firms with their governance, risk and compliance challenges. SkillsServe’s highly effective tools, such as the Training and Competence (T&C) system, helps regulated firms comply with regulation, ensure employees are competent achieve a good standard of ethical behaviour.

Are you planning on adding any “new” compliance features in 2016? If yes, what are they? PLEASE just list (with commas as a separate item).

Version 2 of the CPD mobile App, with new features to cover a wider range of CPD schemes and requirements.

What do you offer in terms of competencies?

SkillsServe solutions tend to be focused on compliance and professional development, hence the team has an understanding of this environment and the technology supports management of continuing professional development and training and competency related activity both through its delivery and management information and reporting.

Do you offer or include any talent management functionality within your LMS? If yes, please list the features. If it is an additional cost (i.e. the talent mgt.), please state as such.

SkillsServe is defined as an LMS provider. However, SkillsServe has features that could be classified as talent management (for example the Appraisal system).
Based on your own data, what administration functions are used the most often? Please present up to four.

Creating Assessments, Learning Pathways, Reporting and CPD.

Do you provide training to administrators? If yes, is it free or fee based? Is it “live” via a webinar for example, or at a classroom or is it via pre-recorded videos? What is included in the training?

Yes, face to face or virtual sessions are included as part of the set up and each year thereafter. The help desk also provide a 1-2-1 WebEx session and regular open webinar sessions (videoed and uploaded to the helpdesk forum), as well as bi-annual client workshops. Additional training can be purchased.

How many reports are included in your LMS? Do you offer ad-hoc?

24 standard pre-configured reports. The system includes a reporting wizard enabling the client to create and edit new reports.

Do you have an administrator dashboard? If yes, what is “viewable” on the home page.

Yes. Admins can see key statistics presented visually on their personal home page, and can drill down into the detail. In Q1 2016 new functionality will be rolled out with an enhanced version of this feature.
How many people do you have in support? Do you have support agents that speak any other languages besides English? If yes, list the languages. Where are your support agents based (i.e. located)?

SkillsServe has a UK based help desk of 12 first line supported by 10 second line. Currently do not offer a multilingual service. In early stages of building an international partner programme which may see new locations with local support in 2016.

What are the hours for support? Do you offer different types of support (i.e. basic is free, prem is $$)? What is included in basic vs. premium? Is support only for administrators?

Standard service is 1st line support to administrators UK business hours by freephone. In addition, tailored Premium Support is offered, which can include 1st line for end users and out of hours support for administrators charged based on the scope of the agreement.

Community site portal? If yes, what is included?

The Help Forum at help.skillsserve.com helps users find an answer to a query or to log a question with our team at any time. It’s also a peer-to-peer forum where users help other users, although we monitor it too and provide responses to queries.

What is the ratio of support tickets to number of clients?

The approximate ratio of calls raised via usage is 0.5%.
Pathgather is a beautiful and engaging learning platform that takes a different approach to learning than your typical LMS. We empower employees to curate and recommend the best informal learning content from across the web, follow learning paths created by their peers, and track everything they learn. Our customers include the largest and most forward-thinking organizations in the world, including Twitter, Qualcomm, and Walmart. Qualcomm won the CLO 2015 LearningElite award due to their use of Pathgather to power employee-driven learning.

Design and user experience is of paramount importance to us - we design Pathgather to be something that employees would as readily use in their personal lives as they would on the job, which is what ultimately leads to the kinds of engagement and collaboration that all organizations seek and require to maintain a competitive workforce.

**E-Learning 24/7 Comment:** Micro-burst learning is another sub-genre of the LMS space. Are we witnessing the next evolution of the industry? Unlikely, but what we are seeing is a learning platform tailored to short bytes of learning and offering a variety of features, especially social.

The solution is definitely not for everyone. However, whether you use it as a standalone or interface it with your own LMS (which you can), you won’t be disappointed.
What is the cost of your setup fees? (If you have multiple options, present them. If you have a “range”, then put it down, but state it depends on XYZ factors.)

Free. Exception for custom integrations to internal tools.

Setup fees include:

Includes integrating with (non-custom) internal systems, performing guided tutorials with admins and end-users, performing expert interviews to help identify thought-leaders within your organization, an invite to the annual Gather conference, and more.

How do you define pricing? If the pricing is different for internal vs B2B/B2C, indicate as such.

Price on a per-user per year basis, with discounts applied for multi-year agreements.

Do you offer a “buy now”, “go now” live option, whereas a customer can buy the system using a credit card and then “technically” go live instantly.

No.
Pathgather Learning Platform
Implementation, Uptime, Roadmap, Updates

For an implementation, is this client specific or general functionality? With or without other clients?

Client specific.

What is your uptime of your system? (i.e. “Our uptime is 99.4%)

99.9%

How often do you release new functionality?

New functionality is released on a bi-weekly basis.

How often do you update the system? If it is continuous updates, state “continuous”. How often do you do maintenance on your LMS and how far in advance do you notify your customers?

Continuous. Changes, fixes, and tweaks are pushed to production on a daily basis as needed. Pathgather did not provide their maintenance schedule nor how far in advance are clients notified if maintenance is needed.
How many HRIS/ERP systems can you interface with? What do you find to be the most often requested HRIS/ERP systems, that clients inquire about (regarding interface or connecting)?

Typically receive all necessary basic user information via SSO. Fully capable of integrating with any HRIS/ERP system.

Do you charge for integrations/interfaces with HRIS/ERP and other systems not listed? If yes, how do you calculate fees. If the integration is already created it for another customer, there is no charge to use it. If it does not yet exist but the system is common enough that other customers will likely use it, there is no charge. In the case that the system is rare or created internally, there is a charge. The API docs are openly accessible by the customer’s engineers if the customer want to design themselves - at no charge.

What is on your roadmap for 2016? Please list no more than five items.

Collaborative learning paths, feedback/performance management integrations, coaching/mentorship support, analytics insights into the supply and demand of skills in your organization.

What type of development process do you use? (Agile, Waterfall, Custom)

Agile.
What data center (server host) do you use (i.e. host your LMS). Examples: Amazon S3, Rackspace, etc.

AWS

Does your data center and/or hosting facility have any certifications (i.e. SAS 70, PCI, ISO 27001, HIPAA)? If yes, please list.

Yes AWS has all necessary certifications.

I’m concerned about privacy issues and notice that the hosting site is in the United States. Does your hosting site have servers available in other countries?

If this issue arises, company will solve.

How often do you backup the data and what is your recovery process?

Data is backed up daily and restore the most recent backup should an issue occur.
Pathgather Learning Platform

Security

Is the hosting facility SAE16 Type II - SOC1, SOC2 certified?
Yes to all.

Encryption. How will you protect credentials and data transmissions from detection while in transit to your application?
SSL is used for encryption.

Do you offer Single-Sign on capabilities (trusting an already-issued SAS web credential)?
Yes.

Is OAUTH 2.0 used for secure connections?
Yes.
Pathgather Learning Platform

Latest Features

**Mobile Capabilities?**
Responsive, native iOS and Android apps

**Do you offer a coaching/mentoring capability within your system? If yes, how does it work (no more than three sentences)**
Gatherings enable groups of individuals to share resources, start discussions, ask questions, and get answers from experts and mentors.

**Gamification?**
Pathgather has a points-based reward system.

**Social features – What can the learner do or what is included in the social capability of your LMS? Select the top three or four.**
Everyone in the organization can share informal learning resources, create and publish learning paths, and join gatherings (i.e. communities of practice) that interest them.
Pathgather Learning Platform

Latest Features

**What are your “content curation” features?**

Any learner can build upon the video (uploaded or added by another learner) in a building block approach, one block then another block to empower learners. Learner can add video (regardless if it is uploaded or already on their computer/device), images, content (via the web, including links), content via file (uploaded) to their profile page or some other page in the LMS. The content curation feature set is extensive, the above just presents a slim sample of what is doable.

**Do you offer deep learning (aka predicative analysis)? If yes, what is it able to do within the system? In other words, what is its capabilities?**

Pathgather gives recommendations based on learning history, skills, and how popular the learning content is with peers.

**Do you have xAPI? What about an LRS?**

This will be implemented by Q2 2016 (xAPI and LRS).

**What are the analytics that system shows to the administrator?**

Anything that happens in Pathgather can be displayed to administrators in the reporting tool. Further, customers may use the Pathgather API to extract any data they like should they choose to use their own internal reporting.
Pathgather Learning Platform
Compliance, Competencies, Talent

**C**

What do you offer in terms of compliance?
Pathgather does not support this functionality.

**O**

Are you planning on adding any “new” compliance features in 2016?
Not at this time.

**M**

What do you offer in terms of competencies?
During implementation, customers work with the support team to define the skill competencies that are most important to their organization and construct a learning catalog and learning paths that support these competencies.

**P**

Do you offer or include any talent management functionality within your LMS? If yes, please list the features. If it is an additional cost (i.e. the talent mgt.), please state as such.
No.
Pathgather Learning Platform

Administration Functions

Based on your own data, what administration functions are used the most often? Please present up to four.

Managing the content catalog, running reports, recommending content and paths, managing users.

Do you provide training to administrators? If yes, is it free or fee based? Is it “live” via a webinar for example, or at a classroom or is it via pre-recorded videos? What is included in the training? (Please no more than three sentences)

Yes, both live and recorded training is offered to administrators and end-users, whatever the customer desires. This training is free.

How many reports are included in your LMS? Do you offer ad-hoc?

More than two dozen reporting options, with the ability to filter down within each report by virtually any property.

Do you have an administrator dashboard? If yes, what is “viewable” on the home page.

Yes. The dashboard contains an overview of recent user activity.
Pathgather Learning Platform
Support & Training

How many people do you have in support? Do you have support agents that speak any other languages besides English? If yes, list the languages. Where are your support agents based (i.e. located)?

At least two support agents for each account. Only English support at this time, but should another language be required arrangements can be made. Pathgather did not provide their support location or locations.

What are the hours for support? Do you offer different types of support (i.e. basic is free, prem is $$$)? What is included in basic vs. premium? Is support only for administrators?

9am-9pm (Eastern time US) support for both end-users and admins, free.

Community site portal? If yes, what is included?

Pathgather is a community site portal where preloaded support/tutorial videos and facilitated discussions within Gatherings.

What is the ratio of support tickets to number of clients?

Pathgather declined to provide data.
Docebo

Docebo is a modular ecosystem of learning functionalities that can be enabled or disabled based on the customer’s requirements. With a modern user interface that’s easy to navigate, Docebo is built for rapid adoption across the extended enterprise. The LMS seamlessly scales as your eLearning project grows over time. Docebo easily integrates with existing IT systems with both turnkey integrations and APIs. With unlimited storage, bandwidth and users, pricing is based on active users (those who use the platform within a billing cycle). Docebo also offers dedicated, single tenant cloud instances in a variety of regions. By continuously introducing new functionalities, the value of a company’s investment with Docebo increases over time.

Verticals (no more than 4)
- Software
- Retail
- Large sized Associations

Corporate Information

Headquarters: Athens, GA
USA
Number of Clients: 873

Tel: 800.681.4601
Email: Donato.Mangialardo@docebo.com
Internet: www.docebo.com
LMS Demo: N/A
**Pricing**

**F**

What is the cost of your setup fees? (If you have multiple options, present them. If you have a “range”, then put it down, but state it depends on XYZ factors.)

Docebo does not have any setup fees.

**E**

Setup fees include:

Docebo does not charge any setup fees.

**E**

How do you define pricing? If the pricing is different for internal vs B2B/B2C, indicate as such.

Pricing is based on active users (unlimited registered users). Active Users are defined by how many times they access a course during the 30 days billing period. Pricing is the same for internal and B2B/B2C. The enterprise edition has a different pricing which depends on customer requirements, volume and other variables.

**S**

Do you offer a “buy now”, “go now” live option, whereas a customer can buy the system using a credit card and then “technically” go live instantly.

Yes, as one of their pricing options.
For an implementation, is this client specific or general functionality? With or without other clients?

General, although it can be customized for each client.

What is your uptime of your system? (i.e. “Our uptime is 99.4%)

Standard edition is 99.5%
Enterprise edition is 99.9%

How often do you release new functionality?

Every three months.

How often do you update the system? If it is continuous updates, state “continuous”. How often do you do maintenance on your LMS and how far in advance do you notify your customers?

Docebo updates (maintains) the system on a weekly basis with no interruption. When an interruption of service is required, they notify their customers 2-4 weeks in advance.
How many HRIS/ERP systems can you interface with? What do you find to be the most often requested HRIS/ERP systems, that clients inquire about (regarding interface or connecting)?

Docebo can interface with SAP, Cezanne, Oracle, Talentia, Salesforce.

Do you charge for integrations/interfaces with HRIS/ERP and other systems not listed? If yes, how do you calculate fees?

Yes. Integration services are delivered on a fixed price approach, based on project scope.

What is on your roadmap for 2016? Please list no more than five items.

- Docebo Coach: Social Learning / Coaching / Ask the expert
- Docebo Share: Experiential learning: User generated, expert validated knowledge
- Mobile Apps (incl. offline sync and support for Docebo Coach and Share)
- Artificial Intelligence / rule-based learning, micro learning
- Docebo Talent 1.0 (Competencies, Gap analysis)

What type of development process do you use? (Agile, Waterfall, Custom)

Agile.
What data center (server host) do you use (i.e. host your LMS)? Examples: Amazon S3, Rackspace, etc.

Amazon S3.

Does your data center and/or hosting facility have any certifications (i.e. SAS 70, PCI, ISO 27001, HIPAA)? If yes, please list.

Yes. ISO 9001, ISO 27000, penetration test assessed by NOPSEC.

I’m concerned about privacy issues and notice that the hosting site is in the United States. Does your hosting site have servers available in other countries?

Yes, in various regions around the world. Docebo did not provide any specifics.

How often do you backup the data and what is your recovery process?

They backup the data four times a day. Docebo did not provide their recovery process.
Docebo

Security

Is the hosting facility SAE16 Type II - SOC1, SOC2 certified?
Yes.

Encryption. How will you protect credentials and data transmissions from detection while in transit to your application?
HTTPS://

Do you offer Single-Sign on capabilities (trusting an already-issued SAS web credential)?
Yes.

Is OAUTH 2.0 used for secure connections?
Yes.
Mobile Capabilities?
Responsive. On/Off synch, Native apps for iOS, Android and hybrid iOS/Android app planned for 2016

Do you offer a coaching/mentoring capability within your system? If yes, how does it work (no more than three sentences)
As experts respond to questions, their answers are reviewed and rated by the learner base. Answers marked as “Best Answer” become knowledge assets for the entire organization. User-generated exchanges with the experts create knowledge assets for formal learning modules (courses) and Knowledge Library items.

Gamification? If yes, identify the feature sets.
Awards, Leaderboards, Contests, Reporting, Dashboards

Social features – What can the learner do or what is included in the social capability of your LMS? Select the top three or four.
Within courses, learners can communicate with each other through comment walls, threaded forums, and blogging areas.
**Docebo Latest Features**

- **What are your “content curation” features?**
  Capture video on a mobile recording device or just select files from a computer. Update that content to a Knowledge Hub. Validate content through informal Peer-Review process. Edit, curate and publish content to the Knowledge Library. Categorize, tag and share across the organization by applying it to the appropriate channels, including courses, libraries and CMSs.

- **Do you offer deep learning (aka predicative analysis)? If yes, what is it able to do within the system? In other words, what is its capabilities?**
  The system can provide recommendations for courses and other content. In Q4 of 2016, the system will provide a learning path based on multiple variables that the administrator selects for the deep learning feature.

- **Do you have xAPI? What about an LRS?**
  Yes, xAPI and an LRS.

- **What are the analytics that system shows to the administrator?**
  Separate doc included
What do you offer in terms of compliance?

Audit Trail, CFR Part 21, Auditable compliance reports, Enrollment rules to auto assign content/courses to employees, Ability to deliver reminders, bite size refreshers, CPD, CEU monitoring.

Are you planning on adding any “new” compliance features in 2016? If yes, what are they? PLEASE just list (with commas as a separate item). For example, you may add a CPD mobile app.

Stated that they are going to have TrustE certification. They are looking into the SOC2/3, but have not yet moved forward.

What do you offer in terms of competencies?

Docebo does not offer any competency features in their LMS.

Do you offer or include any talent management functionality within your LMS? If yes, please list the features. If it is an additional cost (i.e. the talent mgt.), please state as such.

No. However, they plan to launch Docebo Talent in the 2nd half of 2016. Docebo Talent will be an additional fee. Clients must purchase Docebo Learn (the LMS), prior to buying Docebo Talent. Docebo Talent cannot be purchased as a standalone.
Docebo
Administration Functions

Based on your own data, what administration functions are used the most often? Please present up to four.

Viewing and running reports, assigning users to courses, assigning Administrators to specific groups or branches, uploading training materials.

Do you provide training to administrators? If yes, is it free or fee based? Is it “live” via a webinar for example, or at a classroom or is it via pre-recorded videos? What is included in the training?
Administrative training is offered as a professional service (fee) and includes webinar or face to face. The training covers the standard features of the platform for user, course, reporting, and notification management as related to the overall use case of the client.

How many reports are included in your LMS? Do you offer ad-hoc?
15 canned reports and ad-hoc is available.

Do you have an administrator dashboard? If yes, what is “viewable” on the home page.
Yes, administrators have two separate dashboards which they can access. The home page dashboard can be configured to uniquely fit the needs of each target audience (admins, learners, managers, etc). Administrators also have a ‘command center’ that allows them to see high level reporting information from one central location.
How many people do you have in support? Do you have support agents that speak any other languages besides English? If yes, list the languages. Where are your support agents based (i.e. located)?

Did not provide the number of support agents. Languages are English, Spanish, French and Italian. Support agents are based in New York, Athens, GA, Italy and Dubai, UAE.

What are the hours for support? Do you offer different types of support (i.e. basic is free, prem is $$$)? What is included in basic vs. premium? Is support only for administrators?

Offers support from 3:00 AM EST until 6:00 PM EST, but this may change to 24/7 in the near future. Offers multiple tiers for support. For their standard edition: Silver, Gold and Platinum. Silver is Free. For Enterprise, Gold and Platinum. Gold is free. Support is only provided for system administrators.

Community site portal? If yes, what is included?

All clients receive access to a knowledge base, at no additional cost.

What is the ratio of support tickets to number of clients?

Docebo estimates one ticket per month per client.
Frog Education

Frog is a powerful and fully integrated learning platform, progress tracking and assessment system. It’s everything you need to deliver outstanding teaching and learning. Trusted by over 12,000 ‘froggies’ worldwide, we are on a mission to ensure every child has a world class education, we strive to enable every teacher to teach every child as if they are the only child they teach. If you are serious about teaching and learning, you need serious teaching and learning tools, and Frog’s award winning offering is unrivalled for building curriculum, websites, intranet, homework or pretty much anything else you can think of.
What is the cost of your setup fees? (If you have multiple options, present them. If you have a “range”, then put it down, but state it depends on XYZ factors.)

The cost of setup varies for customers, based upon their own unique circumstances, for example the product sets these choose (Learn, Play, Progress etc.) and the amount of services (such as design), implementation and coaching they want.

**Setup fees include:** Frog offers customers a modular solution, enabling them to purchase the technology they want, when they need it. The fees encompass:
- Set up of the core product and integration with key systems such as MIS and AD/ADFS
- Personalized consultancy to shape Frog to their individual needs
- Product training and ongoing consultancy and support
- Cloud based, VM Server or On-site server options are available.

How do you define pricing? If the pricing is different for internal vs B2B/B2C, indicate as such.

Pricing structure is based on an initial site licence plus a cost per pupil. Accounts for other stakeholders (staff, parents, governors etc) are free of charge.

Do you offer a “buy now”, “go now” live option, whereas a customer can buy the system using a credit card and then “technically” go live instantly.

No.
Implementation, Uptime, Roadmap, Updates

For an implementation, is this client specific or general functionality? With or without other clients?

Implementation is client specific.

What is your uptime of your system? (i.e. “Our uptime is 99.4%)

99.9%.

How often do you release new functionality?

Minimum of three major releases per year, which include new features. Also incremental updates as they are developed.

How often do you update the system? If it is continuous updates, state “continuous”. How often do you do maintenance on your LMS and how far in advance do you notify your customers?

Alongside each major release, they have a ‘plus’ update to facilitate maintenance, meaning a further three releases per year. Customers are made aware with four weeks notice. Hot fixes / bug releases are dealt with on an ad-hoc basis, dependent upon levels of severity and at least 24 hours notice is provided.
How many HRIS/ERP systems can you interface with? What do you find to be the most often requested HRIS/ERP systems, that clients inquire about (regarding interface or connecting)?

Frog integrates with most major Management Information Systems. Circa 90% of the UK customers request Capita Sims.

Do you charge for integrations/interfaces with HRIS/ERP and other systems not listed? If yes, how do you calculate fees?

Frog does not charge for integration. This not only applies to management information systems, but enterprise applications such as Office 365 and Google Apps and 3rd party providers who can use APIs to integrate into Frog.

What is on your roadmap for 2016? Please list no more than five items.

1) Deeper integration of Google Apps to provide ‘Google Classroom’ type functionality within a deeper teaching and learning context
2) Frog Planner – new approach to scheduling, allocating and marking work; Frog Code – Allows for customization of the learning platform by creating apps, themes and widgets; Cluster – enabling geographically dispersed schools to collaborate, share resources, run cross-school CPD Mobile – a host of mobile applications and updates to facilitate teaching and learning on the move

What type of development process do you use? (Agile, Waterfall, Custom)

Agile.
What data center (server host) do you use (i.e. host your LMS). Examples: Amazon S3, Rackspace, etc.

A combination of Microsoft Azure and in school servers where appropriate/requested. Supply hardware or a VM.

Does your data center and/or hosting facility have any certifications (i.e. SAS 70, PCI, ISO 27001, HIPAA)? If yes, please list.

The Manchester data centers are certified to ISO27001, ISO9001, ISO 14001, OHAS 18001, BS 25999-2 and PCI DSS.

I’m concerned about privacy issues and notice that the hosting site is in the United States. Does your hosting site have servers available in other countries?

The main hosting is within the UK. Part of their enterprise offering is the ability to host in other areas, such as in Malaysia adhering to deployment and privacy laws.

How often do you backup the data and what is your recovery process?

Schools who host their own platform (in school) are responsible for their own backup schedule, although Frog does provide the tools to automate this within the platform. For hosted (SaaS) schools, backup is taken nightly. The recovery process, upon request is undertaken manually.
FROG LMS
Security

Is the hosting facility SAE16 Type II - SOC1, SOC2 certified?
Unknown at this stage. Frog did not provide this information.

Encryption. How will you protect credentials and data transmissions from detection while in transit to your application?
SSL

Do you offer Single-Sign on capabilities (trusting an already-issued SAS web credential)?
Yes, ADFS and SAML.

Is OAUTH 2.0 used for secure connections?
Currently uses OAuth 1.0a. Frog plans to update to 2.0 some time later this year (2016).
Mobile Capabilities?

Platform built in HTML5, native apps for iOS and Android, Responsive, Supports HTML5 courses, rather than have a re-create the native version of the LMS in the app, the app itself makes use of the mobility of the mobile device. An example is Frog Snap which allows users to capture video, audio and images and easily submit to a learning space.

What are your top three features for the student portal?

Timeline - Facebook style feed of their learning life
Global search: Frog searches (via keyword) all resources available to them such as Encyclopedia Britannic, etc.
Sites: Students can build engaging and interactive web resources to show their understanding of a topic, create a learning journal of their own, or document a field trip from their own perspective

Gamification?

Through the use of games, avatars and leaderboards, students are rewarded for answering set questions correctly. Teachers can instantly assess their students’ level of understanding on specific topics through simple, insightful reports.

Social features – What can the learner do or what is included in the social capability of your LMS? Select the top three or four.

Timelines – Facebook style visual feed where teachers, parents or fellow students can like, comment or collaborate
Walls – on any learning space, walls enable text based conversations where users can share perspectives or contribute to a rich discussion.
Feedback on assignments – a direct mechanism for teachers and students to communicate in relation to a specific task. This can be 1:1 or between multiple students working in groups.
What are your “content curation” features? Please no more than three sentences. You can also do bullet points. Focus on the “best” capabilities.

1) Sites: Easily combine media with text, interactive widgets, 3rd party content etc.
2) Google Apps / Office 365: Seamless integration directly within a teaching and learning context
3) Quizzes: With a simple form fill, curate content (which students can undertake as games), that can be used as a standalone quiz, as as homework or can be added to a site (most powerful)

Do you offer rubrics and a plagiarism detection?

Yes, coming later Q1 of this year (projected March). No, on plagiarism, but they do integrate with solutions such as Turnitin.

Do you have xAPI? What about an LRS?

No on xAPI and an LRS.

What are the analytics that system shows to the administrator? (In this section – if you want to include screen shots, please place them either on a separate document, or include with your response as separate files.)

Analytics are accessible via analytics app, with various levels of filtering to allow administrators to interrogate the data.

• Logins by user type, including time logged in, frequency of login etc.
• Content curated i.e. how many sites have been built, by teacher and/or by department
• Assignments created and marked by teacher and/or by department
Do you have a teacher resource or exchange, whereas teachers from other schools can share best practices, etc.?

Using Frog Store, Teachers can share any of their resources. Other teachers can then bring these into their platform to use in their school. This helps share excellence in teaching and learning while saving teachers time through sharing. In the next 12 months with Cluster, schools who work together can share files and resources through Frog Drive to create a walled garden of shared resources in which they can collaborate.

How would you rate the ability for teachers to use your system? In other words, if a teacher was using the system for the first time, would they be able to immediately use the platform?

Frog is designed to be user friendly and its core principle is to enable ordinary people to do extraordinary things, or in other words, without any technical ability you can easily create engaging resources and create a compelling teaching and learning environment. That said, the initial setup of Frog does require hand holding to configure the platform.

What are the top features for your parent portal?

1) My Childs Work: An ability to see how their child is performing is allocated tasks, including visual feedback, marks and comments
2) Live attendance, behavior and attainment data giving a deep insight into their child's interactions at school
3) Parent timeline (including a mobile app). Facebook style feed of their child’s learning life. Gives parents a real and visual record of activities and enables them to get involved easily with a quick like or comment.

What are the top three features that teachers are able to do in the system?

1) Easily create engaging resources for their pupils, with more interactive than standard document types
2) Set work, and mark student assignments with visual feedback allowing annotation, comments and even voice memo’s
3) Capture video/audio on their mobile device and ‘send’ to a learning resource without having to login to the platform, for example in English, giving a list of spellings which the students have to learn in an audio format, without any need for microphones, editing software, transferring to the computer to them upload etc.
Based on your own data, what administration functions are used the most often? Please present up to four.

1) Creating custom groups not handled by the schools Management Information System
2) Viewing and running reports for senior leaders i.e. Assignment Monitor to show which teachers across the school are setting and marking work
3) Editing share functionality on sites (changing who has access, perhaps a year on from first using)
4) Creating more complex tools such as applying ‘Rules’ i.e. enabling certain content only to be visible to able and talented students, between date X and Y

Do you provide training to administrators?
Training is provided at three levels as part of the included implementation (setup) package - technical staff/network managers & senior staff, Platform Administrators and End User teaching staff. Training is centered around a school’s own development plan and OFSTED priorities. Many additional training packages are also available including half day and twilight sessions focusing on flipped learning, engaging the ‘technophobes’, i-pad roll-out and e-safety for parents.

How many reports are included in your LMS? Do you offer ad-hoc?
Eight canned reports, data viewer (a report per resource for any interactive elements i.e. polls, quizzes etc.), Seven quiz reports, assignment report and Six progress tracking reports.

In the upcoming release (scheduled for March) Ad-hoc will be available. Frog can also create custom reports (fee).

Do you have an administrator dashboard? If yes, what is “viewable” on the home page.

Upon setup, the school would choose who would have the dashboard and Frog supports in the initial creation. The school have complete control.
FROG LMS
Support & Training

How many people do you have in support? Do you have support agents that speak any other languages besides English? If yes, list the languages. Where are your support agents based (i.e. located)?

25 support agents. Support is based in the UK and only in English. Native language discussions can be arranged, if the customer requests it. In Malaysia, FrogAsia has 50 support agents. The support agents primarily speak English and Bahasa Malaysian.

What are the hours for support? Do you offer different types of support (i.e. basic is free, prem is $$$)? What is included in basic vs. premium? Is support only for administrators?

Offers support 8am-6pm (GMT) for all users of Frog via telephone, email and online via forums/community site. Off hours support can be arranged with customers. Frog did not identify if any of the support was an additional fee.

Community site portal? If yes, what is included?

Yes. Knowledge base, release notes, forum/discussion board, functionality voting, customer community, ability to access videos and info for all school stakeholders. Schools can (and do) contribute to this to extend the support within the community.

What is the ratio of support tickets to number of clients?

5:1
FROG LMS

Dashboard Screen Shots (provided by vendor)

Dashboard

User Logins

Site Visits

Assignments Summary

LMS Top 50 2016 Report
FROG LMS

Analytics Screen Shots (provided by vendor)
## FROG LMS Analytics Screen Shots (provided by vendor)

### LMS Top 50 2016 Report

#### Sites by Tag

- **Site Activity Overview**
  - **Day:**
    - Total Sites: 201
    - Unique Authors: 35
    - Total Views: 6,488
    - Unique Views: 55
    - Sent to FrogSites: 0%

#### Top 10 Tags

- **Total Visits:** 11,903
- **Total Tags:**
  - Other
  - Business & Economics
  - Classics
  - Curricular
  - Extra-Curricular
  - ICT - Computer Studies
  - Key Stage 3
  - Key Stage 4

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LearnUpon is a cloud based, SaaS LMS used by over 500 companies worldwide. Our instantly available platform allows our customers to be up and running, delivering their courses online in less than an hour of sign-up. No implementation fees, training costs or other hidden fees and no long term contracts, LearnUpon also comes with 24/7 access to our award winning customer support team where over 90% of support tickets are answered within 30 minutes. With new features released every 2 weeks LearnUpon is constantly improving and our platform has an uptime >99.997%. All customers are assigned a dedicated Account Manager and a Customer Success Manager to assist with the setup and configuration of your portal and the onboarding of your users.

Corporate Information

Headquarters: Dublin, Ireland
Number of Clients: 512

Tel: 1-888-908-3960
Email: hello@learnupon.com
Internet: www.learnupon.com
LMS Demo: http://lmsdemos.com/video/117337122
LearnUpon LMS

Pricing

What Is The Cost Of Your Setup Fees?
No setup fees.

Setup fees include:
No setup fees. Customers are provided with training / onboarding in addition to a dedicated Account Manager and Customer Success Manager free of charge as part of their subscription fee in addition to 24/7 customer support.

How do you define pricing? If the pricing is different for internal vs B2B/B2C, indicate as such.
Pricing is based on the number of Active Users (as opposed to Registered Users). For B2B / Extended Enterprise the number of client portals (tenants/children) impacts pricing.

Do you offer a “buy now”, “go now” live option, whereas a customer can buy the system using a credit card and then “technically” go live instantly.
Yes.
LearnUpon LMS
Implementation, Uptime, Roadmap, Updates

For an implementation, is this client specific or general functionality? With or without other clients?

Each client can configure LearnUpon to suit their specific use case / workflows. LearnUpon’s Customer Success Managers assist with this process.

What is your uptime of your system? (i.e. “Our uptime is 99.4%)

99.9%

How often do you release new functionality?

New features are released every two to three weeks.

How often do you update the system? If it is continuous updates, state “continuous”. How often do you do maintenance on your LMS and how far in advance do you notify your customers?

LearnUpon is updated on a weekly basis. Most maintenance updates involve zero downtime. For those that require downtime these releases are done off-peak (weekends) and customers are notified three weeks in advance.
How many HRIS/ERP systems can you interface with? What do you find to be the most often requested HRIS/ERP systems, that clients inquire about (regarding interface or connecting)?

LearnUpon provides a fully documented, two-way, RESTful API for integrating with HRIS/ERP systems. In addition LearnUpon offers a number of Single Sign-On options free of charge. The most requested HRIS/ERP integrations are SAP, Oracle, Workday and Salesforce.

Do you charge for integrations/interfaces with HRIS/ERP and other systems not listed? If yes, how do you calculate fees?

LearnUpon has a fully documented 2-way RESTful API which is available free of charge. In addition there are auto connections with Salesforce, Stripe, PayPal, Authorize.net, Shopify, LinkedIn, Twitter, Google Apps.

What is on your roadmap for 2016? Please list no more than five items.
- New User Interface
- Gamification
- 21 CFR Part 11 Compliance
- New integrations (auto connections) with a range of 3rd party applications

What type of development process do you use? (Agile, Waterfall, Custom)

Agile.
LearnUpon uses AWS.

- **SAS 70 Certification, ISO 9001 Certification, ISO 27001 Certification, ISO 27017 Certification and PCI DSS Compliance.**
- All 3rd party supported payment gateways (PayPal, Stripe, Authorize.net, Shopify) have PCI Compliance.

LearnUpon’s data is backed up every hour, every six hours and every 24 hours. If required a full restore can be completed in less than one hour.
LearnUpon LMS

Security

Is the hosting facility SAE16 Type II - SOC1, SOC2 certified?
Yes, AWS is SOC 1, SOC 2 and SOC 3 certified.

Encryption. How will you protect credentials and data transmissions from detection while in transit to your application?
LearnUpon’s application runs fully over SSL ensuring all data transferred is encrypted.

Do you offer Single-Sign on capabilities (trusting an already-issued SAS web credential)?
Yes, LearnUpon offers both SAML and Signed Query String Single Sign-On options.

Is OAUTH 2.0 used for secure connections?
LearnUpon uses SSL for all data transfer / secure connections.
LearnUpon LMS

Latest Features

Mobile Capabilities?
Responsive, native app for iOS

Do you offer a coaching/mentoring capability within your system? If yes, how does it work?
LearnUpon’s Assignment’s feature can be used for coaching / mentoring requirements allowing learners to upload assignments, workbooks, project files, etc..which are automatically redirected to a mentor to review, provide feedback, optional grade, send back to employee, etc.

Gamification?
LearnUpon’s Gamification module is scheduled for release in Q2 2016.

Social features – What can the learner do or what is included in the social capability of your LMS? Select the top three or four.
LearnUpon’s social features include a live chat feature which can be enabled either at a course level or portal wide. LearnUpon also offers course discussion forums and integration with Twitter, LinkedIn and Facebook.
**LearnUpon LMS**

**Latest Features**

**F**

**What are your “content curation” features?**

Learner can add video (regardless if it is uploaded or already on their computer/device), images, content (via the web, including links), content via file (uploaded) to their profile page or some other page in the LMS. Learners can leave comments, done via course reviews and surveys. Learners can use their mobile device and/or a digital camera or digital camcorder to upload their own video, photos into the LMS.

**A**

**Do you offer deep learning (aka predicative analysis)? If yes, what is it able to do within the system? In other words, what is its capabilities?**

LearnUpon does not offer any deep learning functionality.

**C**

**Do you have xAPI? What about an LRS?**

Yes, xAPI. LearnUpon offers LRS integration with Wax LRS, Learning Locker and Watershed LRS as standard.

**T**

**What are the analytics that system shows to the administrator?**

In addition to a comprehensive set of canned reports LearnUpon also allows administrators to configure their own reports and run them real-time or schedule them to run automatically at set intervals. Other analytics include login insights, time spent, completion statistics, question analysis and much more.
LearnUpon LMS
Compliance, Competencies, Talent

What do you offer in terms of compliance?
LearnUpon offers standard compliance functionality such as certification management, automated reminders (customizable), manager / administrator notification and recertification functionality. In addition CPD, CEU, CME, CLE and other learning credits can be enabled and automatically awarded on successful course completion.

Are you planning on adding any “new” compliance features in 2016? If yes, what are they?

What do you offer in terms of competencies?
LearnUpon does not offer competency functionality.

Do you offer or include any talent management functionality within your LMS? If yes, please list the features.
LearnUpon does not offer any talent management functionality.
Based on your own data, what administration functions are used the most often? Please present up to four.
- Creating / Inviting / Batch loading users
- Creating online courses / exams / surveys
- Enrolling users in courses
- Running reports

Do you provide training to administrators? If yes, is it free or fee based? Is it “live” via a webinar for example, or at a classroom or is it via pre-recorded videos? What is included in the training? (Please no more than three sentences)

LearnUpon provides comprehensive training to all customers for free. Training is delivered over GoToMeeting by their dedicated Customer Success Manager. Refresher training is available as required free of change. In addition, all customers have access to a comprehensive knowledge base consisting of over 100 articles and over 30 videos and to LearnUpon’s 24/5 customer support team.

How many reports are included in your LMS? Do you offer ad-hoc?

15 canned reports. No ad-hoc.

Do you have an administrator dashboard? If yes, what is “viewable” on the home page.

Yes. LearnUpon has an Administrator dashboard which can be configured by the portal owner as to what information / dashboard panels the administrator can view.
How many people do you have in support? Do you have support agents that speak any other languages besides English? If yes, list the languages. Where are your support agents based (i.e. located)?

8 support agents. Support agents speak Spanish, Portuguese, French, Italian, Serbian and English. The support agents are based at their Dublin and Sydney offices ensuring 24/7 coverage is provided.

What are the hours for support? Do you offer different types of support (i.e. basic is free, prem is $$$)? What is included in basic vs. premium? Is support only for administrators?

LearnUpon provides 24/7 support to all customers with over 90% of tickets resolved within 30 minutes. In addition they offer premium telephone support to customers on the Gold Plan and up. Additional fee for Gold plan and up. Support is only for administrators.

Community site portal? If yes, what is included?

All customers have access to a comprehensive knowledge base consisting of over 100 articles and 30+ videos. The knowledge base is updated with new articles / videos on a weekly basis.

What is the ratio of support tickets to number of clients?

On average, 6:1 ratio.
IMC Learning Suite offers customised and cost-effective training sessions for over five million users from organisations of all sizes and industries. Europe’s leading Learning Management System shows the big picture with learning, skill, talent and content management all in one place. At the same time, the IMC Learning Suite allows defining user roles access rights along with structures and educational processes to be conveyed as detailed as required. With the help of the IMC Learning Suite, talent management as well as the co-ordination of skills, individual potentials and business units becomes a breeze. The system is easy to use and provides teachers and learners an intuitively usable learning environment.

**Verticals (no more than 4)**
- Finance
- Life Science, incl. Healthcare and Pharma
- Government/Edu
- Manufacturing

**Corporate Information**

**Headquarters:** Saarbruecken, Germany  
**Number of Clients:** 1000+  
**Tel:** +49 681 9476-0  
**Email:** info@im-c.com  
**Internet:** www.im-c.com  
**LMS Demo:** N/A
What is the cost of your setup fees? (if you have multiple options, present them. If you have a “range”, then put it down, but state it depends on XYZ factors.)

Shared SaaS: No additional setup costs. Administrator training one and half days: $2,200 (Euros). Fully configurable SaaS / Private Cloud SaaS: Number of clients, number of own skins, number of different use cases and roles, kind of interfaces (LDAP, SSO).

Setup fees include:

Shared SaaS: The standard setup covers the client setup and a customer specific branding.
For on-premise/private cloud solutions IMC offers individual implementation, establishing of interfaces, Single-Sign-On, branding, migration, training and go-to-market services.

How do you define pricing? If the pricing is different for internal vs B2B/B2C, indicate as such.

The standard pricing is based on active user (=seat) licences. For scenarios with mixed audiences, such as employees, channel partners, customers, prospects or anonymous (public) learners, there are different price models, which reflect the level of usage (e.g. a learner visiting once a year only; high volume client organization users).

Do you offer a “buy now”, “go now” live option, whereas a customer can buy the system using a credit card and then “technically” go live instantly.

Yes. “IMC Teach” is a free SaaS learning solution for small enterprises and individuals that can be used immediately.
IMC Learning Suite
Implementation, Uptime, Roadmap, Updates

For an implementation, is this client specific or general functionality? With or without other clients?

D

Shared SaaS: Same functionality for all customers on the same cloud system.
Fully configurable SaaS: client specific
Dedicated SaaS: client specific

What is your uptime of your system? (i.e. “Our uptime is 99.4%)

A

Cloud/SaaS: Updates and patches are scheduled every six weeks during off-peak hours (downtime typically two hours).
For on-premise/managed cloud solution individual service windows are agreed ahead of time. Patches are provided every 4-6 weeks. IMC Teach is updated continuously.

T

Innovation Packs alongside the enhancements are provided every 3-4 months.

A

How often do you release new functionality?

Shared SaaS: Same functionality for all customers on the same cloud system.
Fully configurable SaaS: client specific
Dedicated SaaS: client specific

How often do you update the system? If it is continuous updates, state “continuous”. How often do you do maintenance on your LMS and how far in advance do you notify your customers?

A

Cloud/SaaS: Updates and patches are scheduled every six weeks during off-peak hours (downtime typically two hours).
For on-premise/managed cloud solution individual service windows are agreed ahead of time. Patches are provided every 4-6 weeks. IMC Teach is updated continuously.

SaaS 99.5%

Innovation Packs alongside the enhancements are provided every 3-4 months.

How often do you release new functionality?

LMS Top 50 2016 Report
How many HRIS/ERP systems can you interface with? What do you find to be the most often requested HRIS/ERP systems, that clients inquire about (regarding interface or connecting)?

Standard interfaces for integration with e.g. SAP are available. Configurations and even optional customization are possible. IMC’s REST-based API can be used for integration of customer-owned IT-systems. Many other standards and connectors are included, e.g. PENS, LDAP, SAML, and SMTP. IMC did not identify the most often requested HRIS/ERP.

Do you charge for integrations/interfaces with HRIS/ERP and other systems not listed? If yes, how do you calculate fees?

Yes, there is a charge for ERP and SAP interface. IMC did not disclose how they calculate fees.

What is on your roadmap for 2016? Please list no more than five items.

Enhanced gamification for enterprise, Learning paths, Personal analytics, Improved collaborative social learning, In-course shopping.

What type of development process do you use? (Agile, Waterfall, Custom)

Agile, SCRUM.
What data center (server host) do you use (i.e. host your LMS). Examples: Amazon S3, Rackspace, etc.

IMC learning Suite is hosted on Microsoft Azure Data Centers around the world. Beneath that standard hosting scenario IMC Learning Suite can be hosted with any Application Service Provider preferred by the customer.

Does your data center and/or hosting facility have any certifications (i.e. SAS 70, PCI, ISO 27001, HIPAA)? If yes, please list.

Yes. Azure meets a broad set of standards, such as ISO 27001, HIPAA, FedRAMP, SOC 1 and SOC 2, as well as country-specific standards including Australia CCSL, UK G-Cloud, and Singapore MTCS. Microsoft was also the first to adopt the uniform international code of practice for cloud privacy, ISO/IEC 27018. IMC is certified by ISO 9001 and ISO 27001.

*I’m concerned about privacy issues and notice that the hosting site is in the United States. Does your hosting site have servers available in other countries?*

Yes. IMC Learning Suite is hosted in Microsoft Azure Data Centers around the world, e.g. Europe, Asia, Japan, Australia, South America and India. In addition IMC’s partner Microsoft provides hosting in Germany. The new data centers will be operated by a subsidiary of Deutsche Telekom. Local hosts for country specific hosting or privacy issues: Begasoft (Switzerland), Hosteurope (Germany), Vianet21 (China).

How often do you backup the data and what is your recovery process?

Data backups are at least taken once a day for at least one week. Recovery process depends on the concrete hosting scenario and service level. The standard Recovery Time Objective (RTO) is 12 hours, the standard Recovery Point Objective is 24 hours.
IMC Learning Suite

Security

Is the hosting facility SAE16 Type II - SOC1, SOC2 certified?
Yes. Microsoft is SOC 1/SSAE 16/ISAE 3402 and SOC 2

Encryption. How will you protect credentials and data transmissions from detection while in transit to your application?
SSL / TLS encryption to import / export data
TLS encryption on REST API
SFTP transfer data

Do you offer Single-Sign on capabilities (trusting an already-issued SAS web credential)?
Yes, Single-Sign-On is provided over SAML 2.0.

Is OAUTH 2.0 used for secure connections?
Yes.
IMC Learning Suite

Latest Features

Mobile Capabilities?
Responsive, native apps for iOS and Android, HTML5 browser app, app(s) are branded with client’s logo/design, on/off synch.

Do you offer a coaching/mentoring capability within your system? If yes, how does it work?
Learner can post questions on any topic in forum which can be integrated in courses or communities or be assigned to certain target groups. A learner can share responses to a question or questions with another learner or learners. A pool of mentors per course can be defined and mentors can be displayed in the course room. Learners can get in contact to initiate the Mentee / Mentor pairing.

Gamification? If yes, indentify the feature sets.
Learners can be awarded for completion of courses or content within courses. Additional gamification elements, such as badging and peer-to-peer recognition, scheduled for June 2016.

Social features – What can the learner do or what is included in the social capability of your LMS? Select the top three or four.
Wikis, chats, forums, user ratings and polls. Learners can push announcements to Facebook, Google+ and LinkedIn.
What are your “content curation” features?
A learner with so-called document archives can upload any content in a freely definable file structure. Learners can be provided with a media manager to upload any media in a central media repository and release the uploaded media to person, groups or clients. Learners can upload video via a mobile device, ideal for OJT. Ratings are available for courses and media. A learner can decide whether the rating and commenting on the media uploaded is allowed or not.

Do you offer deep learning (aka predicative analysis)? If yes, what is it able to do within the system? In other words, what is its capabilities?
- System provides course and content recommendations to learners
- Recommendations are based on analytics of learner activities together with administrator-selected parameters defining possible learning paths

Do you have xAPI? What about an LRS?
Yes on xAPI. Yes on an LRS.

What are the analytics that system shows to the administrator?
- Display of content-specific learning activities and activity trends, derived indicators
- Display of general learning activities, content provider activities and activity trends
What do you offer in terms of compliance?

IMC Learning Suite provides supported employee training and certification, by offering a complete process; from nomination of the target group to the tracking of course progress. Chasing and the reporting of training measures. Compliance officers can create compliance training(s) and assign pre-defined and validated content(s) to learners. Graphical reports on compliance status are available in the system. E-Signature is supported according to 21 CFR Part11 (US regulations) and Annex11 (EU regulations).

Are you planning on adding any “new” compliance features in 2016?

Yes. Features to be determined and will be released at some point in 2016.

What do you offer in terms of competencies?

IMC Learning Suite provides a comprehensive Skills & Competency management module. It allows to define job profiles with skills and freely definable skill scales. Skills can be assigned to media objects and course. The system provides a skill catalog and a employee / supervisor skill view.

Do you offer or include any talent management functionality within your LMS? If yes, please list the features. If it is an additional cost (i.e. the talent mgt.), please state as such.

Yes, for an additional cost. Features include SWOT analysis of employees, IDPs, performance management, career and succession planning.
IMC Learning Suite
Administration Functions

Based on your own data, what administration functions are used the most often? Please present up to four.
- Media upload in the central media repository
- Creation of tests
- Creation of feedbacks
- Creation of course for online and f2f training

Do you provide training to administrators? If yes, is it free or fee based? Is it "live" via a webinar for example, or at a classroom or is it via pre-recorded videos? What is included in the training?

IMC provides a wide range of trainings for administrators. It is fee based and can be conducted as webinar, in face to face or as a combination of both.

How many reports are included in your LMS? Do you offer ad-hoc?

60 canned reports. Yes on ad-hoc.

Do you have an administrator dashboard? If yes, what is “viewable” on the home page.

IMC Learning Suite offers an unlimited number of target group specific dashboards which can be defined as landing page per target group. By default those dashboards are setup for learners, instructors, HR Managers, and Administrators.
IMC Learning Suite
Support & Training

How many people do you have in support? Do you have support agents that speak any other languages besides English? If yes, list the languages. Where are your support agents based (i.e. located)?

8 Senior Support Agents. An incident team of more than 50 business and technical experts. Additional languages (besides English) are German, Romanian, French and Spanish. Support offices are located in Germany and Romania for Western / Eastern Europe time zones.

What are the hours for support? Do you offer different types of support (i.e. basic is free, prem is $$$)? What is included in basic vs. premium? Is support only for administrators?

24/7/365 support. Cloud / SaaS: support is included. On-premise/ private cloud solutions: fee-based support includes senior support for critical issues, hot fixes, upgrades and maintenance as specified in maintenance and support agreement.

Community site portal? If yes, what is included?

No community site portal. Web based service desk portal offers access to the knowledge base for the customers.

What is the ratio of support tickets to number of clients?

IMC Learning Suite declined to provide their ratio of support tickets to number of clients, both for SaaS and on-premise.
Unboxed Technology

Spoke, the social learning platform from Unboxed Technology, is the world’s simplest and most engaging cloud-based LMS. The user interface is incredibly intuitive for both learners and admins and provides the same great experience whether you’re using a mobile device or a desktop. With built-in social learning, blended learning, and gamification features like Community, Instructor-led Training, Rewards, coins, badges, and more, Spoke is 4x more engaging than other learning platforms. Seamless integration with other SaaS platforms, tier-based pricing, and service/support from the Unboxed team make Spoke the last LMS you’ll ever need. It’s time to Unbox Your Potential.

E-Learning 24/7 Comment: Spoke is a micro-burst learning platform, which falls under the LMS genre. These systems focus on short bytes of content, which can be a course, video, document, etc. The power of the solution is its gamification, social and all around slick UI. The system isn’t for everyone nor does it offer such features as compliance/competencies (neither of which is usually found in a micro-burst solution).

Corporate Information

Headquarters: Richmond, VA USA
Declined to provide number of current clients
Tel: 804-888-6222
Email: hello@unboxedtech.com
Internet: unboxedtechnology.com
LMS Demo: unboxedtechnology.com/products/spoke
Spoke
Pricing

What is the cost of your setup fees?
Configuration is turnkey and starts at $1,500, depending on the number of users and initial content to upload.

Setup fees include:
This includes the initial upload of users and content, as well as organizing users and content into relevant teams, categories, hierarchies, etc.

How do you define pricing? If the pricing is different for internal vs B2B/B2C, indicate as such.
Pricing is tier-based and starts as low as $399/month for up to 150 users.

Do you offer a “buy now”, “go now” live option, whereas a customer can buy the system using a credit card and then “technically” go live instantly?
No. Configuration can happen in as little as 1-2 weeks, depending on how fast the client can move.
For an implementation, is this client specific or general functionality? With or without other clients?

Spoke is a cloud-based, SaaS LMS. According to Spoke, configuration is simple and quick.

What is your uptime of your system? (i.e. “Our uptime is 99.4%)

99.5%

How often do you release new functionality?

Add three to four large features every year with smaller releases in between to make small tweaks, fix bugs, and add smaller features.

How often do you update the system? If it is continuous updates, state “continuous”. How often do you do maintenance on your LMS and how far in advance do you notify your customers?

Releases happen approximately every two weeks. Customers are notified in advance and releases happen overnight to minimize interruptions.
How many HRIS/ERP systems can you interface with? What do you find to be the most often requested HRIS/ERP systems, that clients inquire about (regarding interface or connecting)?

Spoke can integrate with any other platform with an API. The two most common integrations deployed are SAP and Salesforce. Also offer Single Sign On (SAML 2.0) and Active Directory options.

Do you charge for integrations/interfaces with HRIS/ERP and other systems not listed? If yes, how do you calculate fees?

Integrations are quoted on an individual basis, depending on the scope of work. Spoke does not currently offer auto connections.

What is on your roadmap for 2016? Please list no more than five items.

- Enhanced email notifications
- Course/instructor ratings (assessments)
- Pre-requisites
- Multi-lingual
- Multi-tenant

What type of development process do you use? (Agile, Waterfall, Custom)

Agile.
Spoke
Data Centers

What data center (server host) do you use (i.e. host your LMS). Examples: Amazon S3, Rackspace, etc.

Spoke is hosted on Microsoft Azure servers. Content is served from Amazon S3.

Does your data center and/or hosting facility have any certifications (i.e. SAS 70, PCI, ISO 27001, HIPAA)? If yes, please list.

They use Microsoft Azure data centers and they have a long list of certifications, including ISO 27001, HipAA, FedRAMP, SOC1 and SOC2. The full list can be examined at https://azure.microsoft.com/en-us/support/trust-center/compliance/

I’m concerned about privacy issues and notice that the hosting site is in the United States. Does your hosting site have servers available in other countries?

Servers are only U.S. based.

How often do you backup the data and what is your recovery process?

Backups occur daily. Unboxed technology did not provide information related to their recovery process.
Spoke

Security

Is the hosting facility SAE16 Type II - SOC1, SOC2 certified?
Yes, the Microsoft Azure data centers are audited annually against SOC 1/SSAE16 and SOC 2/AT Section 101 and ISAE 3402 standards.

Encryption. How will you protect credentials and data transmissions from detection while in transit to your application?
All communication to and from the Spoke servers is encrypted using HTTPS (AES_256_CBC).

Do you offer Single-Sign on capabilities (trusting an already-issued SAS web credential)?
Yes, Spoke supports SSO via SAML 2.0.

Is OAUTH 2.0 used for secure connections?
No.
Mobile Capabilities?
Responsive, Supports HTML5 courses.

Do you offer a coaching/mentoring capability within your system? If yes, how does it work?
Spoke has a built-in Community section that encourages team collaboration. Users can create topics, post replies, upload and share files, and award coins (likes) to other users for sharing helpful content.

Gamification?
Users earn Spoke coins for completing training and sharing helpful content in the Community. Admins can also award coins to users for any reason. Users can view their Coin Wallet balance and trade in their coins to purchase swag. Coins also help users level up. Users unlock badges for completing certain milestones in the platform.

Social features – What can the learner do or what is included in the social capability of your LMS? Select the top three or four.
Users can connect in the community to discuss a specific course, a job resource, or a general admin-created topic. Users can give other users coins for sharing helpful content. The most popular discussions rise to the top.
What are your “content curation” features? Please no more than three sentences.

Admins upload courses and resources (job aids) into Spoke. Users can upload their own content (images, docs, spreadsheets, presentations, PDFs, audio, video, links, etc.) in the Community.

Do you offer deep learning (aka predicative analysis)? If yes, what is it able to do within the system? In other words, what is its capabilities?

Spoke does not offer this functionality.

Do you have xAPI? What about an LRS?

Yes, xAPI and an LRS.

What are the analytics that system shows to the administrator?

Spoke Reports are all shown visually in interactive graphs as well as tables. Admins also see an Admin Panel dashboard that reports on top-level metrics (log ins, courses completed, resources viewed, Community discussions, etc.)
What do you offer in terms of compliance?
Spoke does not offer compliance functionality.

Are you planning on adding any “new” compliance features in 2016? If yes, what are they?
None at the present time.

What do you offer in terms of competencies?
Spoke does not offer competency functionality.

Do you offer or include any talent management functionality within your LMS? If yes, please list the features. If it is an additional cost (i.e. the talent mgt.), please state as such.
No.
Based on your own data, what administration functions are used the most often? Please present up to four.

- Uploading users and assigning them to Teams
- Uploading new courses and resources
- Creating new Community topics
- Adding additional swag for users to purchase with their Spoke Coins

Do you provide training to administrators? If yes, is it free or fee based? Is it “live” via a webinar for example, or at a classroom or is it via pre-recorded videos? What is included in the training?

Yes. Trains administrators live via webinars and phone calls during launch. It’s included in the fee. Admins also receive monthly support, if needed.

How many reports are included in your LMS? Do you offer ad-hoc?

Six built-in reports. Custom reports can be built, for an additional fee. No, on ad-hoc.

Do you have an administrator dashboard? If yes, what is “viewable” on the home page.

Yes. The admin dashboard shows logins, courses completed, community discussions, resources viewed, and news posts read.
How many people do you have in support? Do you have support agents that speak any other languages besides English? If yes, list the languages. Where are your support agents based (i.e. located)?


What are the hours for support? Do you offer different types of support (i.e. basic is free, prem is $$$)? What is included in basic vs. premium? Is support only for administrators?

Basic support is included for free and includes two hours/month during business hours (M-F 9am-5pm EST). Basic support is for admins only. Premium support is available at an additional fee.

Community site portal? If yes, what is included?

The Spoke Community allows users to discuss a specific course or resource, or discuss a topic created by an admin. Clients use these topics to discuss a wide range of business-related topics. Even senior-level employees contribute. Users can post replies, award coins to other users for sharing helpful content, and upload images, documents, audio and video files, and links.

What is the ratio of support tickets to number of clients?

On average, clients is 1:1.
Kallidus Learning Management System provides a distinctly different approach to help you to optimise learning outcomes, deliver business value, and harness the true potential of your people. Dedicated to employee engagement, Kallidus is a cost-effective, flexible SaaS solution to support your complete blended learning programme, from rapid onboarding right through to personalised leadership development and CPD. And with intelligent reporting, Kallidus LMS uses powerful analytics to enable you to evidence compliance and evaluate performance against plan, helping you to target resources effectively to support business success.

Verticals (no more than 4)
- Retail
- Financial Services
- Healthcare
- Government

Corporate Information

Headquarters: Cirencester, UK
Number of Clients: 200+

Tel: +44 (0) 1285 883900
Email: rob.caul@kallidus.com
Internet: www.kallidus.com
LMS Demo: N/A
What is the cost of your setup fees? (if you have multiple options, present them. If you have a “range”, then put it down, but state it depends on XYZ factors.)

Tier 1 - Remote low complexity £12,000
Tier 2 - Standard project £20,000
Tier 3 – Bespoke (Custom) enterprise £variable

Setup fees include:

Site set-up, project management, branding, configuration, data integration, training

How do you define pricing? If the pricing is different for internal vs B2B/B2C, indicate as such

Pricing is an annual subscription based on number of users and modules.

Do you offer a “buy now”, “go now” live option, whereas a customer can buy the system using a credit card and then “technically” go live instantly.

Not currently available for LMS. Available for 360 and Talent
For an implementation, is this client specific or general functionality? With or without other clients?

Client specific.

What is your uptime of your system? (i.e. “Our uptime is 99.4%)

99.9%

How often do you release new functionality?

Quarterly

How often do you update the system? If it is continuous updates, state “continuous”. How often do you do maintenance on your LMS and how far in advance do you notify your customers?

The system is updated continuously. Customers are notified of any scheduled maintenance six days in advance.
How many HRIS/ERP systems can you interface with? What do you find to be the most often requested HRIS/ERP systems, that clients inquire about (regarding interface or connecting)?

For the majority of their customers, they take a datafeed from their HRIS. Most common ones are SAP, Oracle, Northgate, Core HR.

Do you charge for integrations/interfaces with HRIS/ERP and other systems not listed? If yes, how do you calculate fees?

A typical data integration would be about five days effort (circa £4.5k)

What is on your roadmap for 2016? Please list no more than five items.
1. New Performance Management module
2. New UI and UX for LMS
3. Enhanced social learning capability
4. Quiz engine for LMS
5. Additional features and workflows to existing mobile app

What type of development process do you use? (Agile, Waterfall, Custom)
Agile
What data center (server host) do you use (i.e. host your LMS). Examples: Amazon S3, Rackspace, etc.

Rackspace

Does your data center and/or hosting facility have any certifications (i.e. SAS 70, PCI, ISO 27001, HIPAA)? If yes, please list.

ISO27001, ISO9001, ISO14001, PCI-DSS, ISAE 3402 Type II, SOC3.

I'm concerned about privacy issues and notice that the hosting site is in the United States. Does your hosting site have servers available in other countries?

The hosting site is in the UK. Rackspace can host in other countries if required.

How often do you backup the data and what is your recovery process?

Daily with backups held on and off site. Restore can be commenced within one hour of request.
Is the hosting facility SAE16 Type II - SOC1, SOC2 certified?

ISAE 3402 Type II, SOC3

Encryption. How will you protect credentials and data transmissions from detection while in transit to your application?

All communication with the application is via HTTPS.

Do you offer Single-Sign on capabilities (trusting an already-issued SAS web credential)?

Yes. Standard SSO.

Is OAUTH 2.0 used for secure connections?

No. They use SAML with encrypted tokens.
Kallidus LMS

Latest Features

**Mobile Capabilities?**
Responsive, native apps for iOS and Android, On/Off synch.

**Do you offer a coaching/mentoring capability within your system? If yes, how does it work?**
Kallidus does not offer this functionality.

**Gamification? If yes, indentify the feature sets.**
Kallidus does not offer this functionality. However, it is on their roadmap for 2016.

**Social features – What can the learner do or what is included in the social capability of your LMS? Select the top three or four.**
Lists most popular/highest rated courses/content. Learners rank/rate content (in an Amazon five star style). Create communities (by course, across system, group). Chat, Discussion board. Offers a standard integration with Yammer (no charge).
Kallidus LMS
Latest Features

**F**
What are your “content curation” features?
Kallidus does not offer this functionality. However, an enhanced social learning capabilities is scheduled to be released in Q2 (H2) 2016.

**A**
Do you offer deep learning (aka predicative analysis)? If yes, what is it able to do within the system? In other words, what is its capabilities?
Based on performance review, course recommendations are made.

**C**
Do you have xAPI? What about an LRS?
Kallidus does not offer this functionality. It is on their roadmap.

**T**
What are the analytics that system shows to the administrator?
Kallidus uses the SAP Business Intelligence 4.1 engine to provide reporting, analytics and dashboards.
Kallidus LMS
Compliance, Competencies, Talent

**What do you offer in terms of compliance?**

Licensing of different job roles with attendant review tools plus monitoring and reporting to managers, supervisors, head of compliance. Audit Trail. Workflows. Tracking of On-The-Job, Continuing Professional Development (CPD) and other informal training activities. Diagnostic Tools. Reporting on KPIs. Additional features.

**Are you planning on adding any “new” compliance features in 2016? If yes, what are they? PLEASE just list (with commas as a separate item). For example, you may add a CPD mobile app.**

Planning to accommodate new UK SRA requirements

**What do you offer in terms of competencies?**

Import skill dictionaries and job definitions and link definitions to competencies. Link to a career development framework and match competencies, skills, job level, and job role to available courses. Allow managers to assess an employee's existing skills. Allow learners to self-assess their existing skills. Mastery learning. Plus other features.

**Do you offer or include any talent management functionality within your LMS? If yes, please list the features. If it is an additional cost (i.e. the talent mgt.), please state as such.**

9 Box Grid, Talent Profiles, Succession Planning, Retention Risk, Talent Pools. Talent Module is an additional cost.
Based on your own data, what administration functions are used the most often? Please present up to four.

Kallidus declined to provide data.

Do you provide training to administrators? If yes, is it free or fee based? Is it “live” via a webinar for example, or at a classroom or is it via pre-recorded videos? What is included in the training?

Most administrator training is covered over 2-4 days face to face using customer site with their own data.

How many reports are included in your LMS? Do you offer ad-hoc?

33 canned reports. The most common ones (1) Training Record (2) CPD Activity (3) All Users

Yes on ad-hoc.

Do you have an administrator dashboard? If yes, what is “viewable” on the home page.

This can be created using the standard product based on customer requirements.
How many people do you have in support? Do you have support agents that speak any other languages besides English? If yes, list the languages. Where are your support agents based (i.e. located)?

12 Support agents. Kallidus did not stipulate whether their agents speak any other languages, besides English. Support center is based in the UK.

What are the hours for support? Do you offer different types of support (i.e. basic is free, prem is $$$)? What is included in basic vs. premium? Is support only for administrators?

Basic includes e-mail and phone from 8.30 a.m. to 5.30 p.m. (GMT), Premium includes 24/5 support. Support is for administrators. They offer support to learners for an additional cost.

Community site portal? If yes, what is included?

Knowledge base, forum/discussion board, customer community, ability to access videos and info for administrators

What is the ratio of support tickets to number of clients?

60: 1 (per year)
Saba’s Learning@Work is the most comprehensive learning solution available today. Unique intelligent and unequaled collaborative functionality coupled with advanced social, mobile, and testing and assessment capabilities complement the ultra scalable, secure Saba LMS that has for years handled the most demanding compliance, certification, extended enterprise, and other learning needs. Saba continues to innovate, recent highlights:

- Marketplace that allows for drag and drop connections of Learning to enterprise systems, 3rd party virtual classrooms, and learning content providers
- Consumerization of the learner and administrators experience with social and mobile features
- Global cloud infrastructure with the availability of services above 99.9%

Verticals (no more than 4)
- Healthcare
- High Tech
- Financial Services
- Hospitality/Restaurants

Corporate Information

Headquarters: Redwood Shores, California
Number of Clients: Over 2,200 customers

Tel: 1-877-SABA101
Email: sales@saba.com
Internet: www.saba.com
LMS Demo: Saba Learning@Work overview video
What is the cost of your setup fees? (if you have multiple options, present them. If you have a “range”, then put it down, but state it depends on XYZ factors.)

There are no setup fees for Learning@Work; however, customers typically engage with the professional services team for help with system setup (loading users and content), learning management training, and transfer of learner data from an existing LMS.

Setup fees include:

SaaS site provisioning fees are included in the SaaS subscription. Implementation and data transfer fees are separately quoted and vary depending on the customer’s requirements.

How do you define pricing? If the pricing is different for internal vs B2B/B2C, indicate as such.

For most customers, the software is priced by learner (employee - internal or non-employee - external), and services are priced by the package or on per day basis. Some learning e-commerce customers pay by course registration rather than per user.

Do you offer a “buy now”, “go now” live option, whereas a customer can buy the system using a credit card and then “technically” go live instantly.

No.
Saba Learning@Work LMS
Implementation, Uptime, Roadmap, Updates

For an implementation, is this client specific or general functionality? With or without other clients?

Client specific.

What is your uptime of your system? (i.e. “Our uptime is 99.4%)

99.9%

How often do you release new functionality?

Saba releases new functionality on a quarterly basis.

How often do you update the system? If it is continuous updates, state “continuous”. How often do you do maintenance on your LMS and how far in advance do you notify your customers?

Saba Cloud is updated quarterly, and there is a mid quarter maintenance release. The schedule does not change, but customers are reminded of the maintenance periods two weeks, three days, and one day in advance.
How many HRIS/ERP systems can you interface with? What do you find to be the most often requested HRIS/ERP systems, that clients inquire about (regarding interface or connecting)?

Saba Learning@Work is connected to over 25 HRIS/ERP/Payroll systems. In the past year, Workday is the most common HRIS requested, with Peoplesoft, ADP and SAP being three of the most popular HRIS systems in their installed base.

Do you charge for integrations/interfaces with HRIS/ERP and other systems not listed? If yes, how do you calculate fees? Saba provides Marketplace connections to a growing number of systems (Workday, Salesforce, Active Directory) and Integration Studio with scripts for connecting to nearly every other significant ERP/HRIS. Both are included with the Saba Cloud subscription and most customers are able to make the connections they need on their own. However, professional services are offered for those who need help, which costs on average, $2500 and includes transferring user data into Learning@Work.

What is on your roadmap for 2016? Please list no more than five items.
- Expand “deep learning” and big data (TIM – The Intelligent Mentor) capabilities
- Add content and integration partners to Saba Marketplace
- Continue to consumerize both learner and administrator experience
- Enhance mobile capabilities and video learning capabilities
- Expand reporting and analytics capabilities

What type of development process do you use? (Agile, Waterfall, Custom)
Agile
What data center (server host) do you use (i.e. host your LMS). Examples: Amazon S3, Rackspace, etc.

AT&T (North America) and Equinix

Does your data center and/or hosting facility have any certifications (i.e. SAS 70, PCI, ISO 27001, HIPAA)? If yes, please list.

Saba Data Centers at a minimum are SSAE-16 audited, FISMA-Moderate (for the Dulles, VA DC only), ISO 270001 and AS/NZS 7799.2:2003 certified. In addition they follow many of the recognized guidelines for cloud based delivery of software including OWASP, CERT, and NIST.

I’m concerned about privacy issues and notice that the hosting site is in the United States. Does your hosting site have servers available in other countries?

Saba has 10 data centers to support customers in their own regions. These data centers are in the following locations: Dulles-VA, Boston-MA, Phoenix-AZ, Sacramento-CA, San Francisco-CA, Toronto-ONT-CANADA, London-UK, Amsterdam-NED, Sydney-AUSTRALIA, Melbourne-AUSTRALIA.

How often do you backup the data and what is your recovery process? (Please no more than three sentences – just high level)

Nightly backups. Saba supports a Recovery Point Objective (RPO) of 24 hours with a Recovery Time Objective (RTO) of 72 hours for disaster recovery scenarios.
Saba Learning@Work LMS

Security

Is the hosting facility SAE16 Type II - SOC1, SOC2 certified?
Saba’s US hosting provider is currently SSAE-16 SOC 1 certified and is undergoing SOC 2 audits. EMEA hosting provider is SSAE-16 SOC 2 audited and ISO 27001.

Encryption. How will you protect credentials and data transmissions from detection while in transit to your application?
Saba utilizes Transport Layer Security (encrypted) between the end users’ browser and web server. If using local authentication, passwords are stored encrypted using 1-way HASH.

Do you offer Single-Sign on capabilities (trusting an already-issued SAS web credential)?
Yes, Saba offers SSO capabilities for end user authentication, supporting SAML 2.0 and other federated SSO mechanisms.

Is OAuth 2.0 used for secure connections?
Yes, OAuth 2.0 is primarily used for external service integration and authentication.
Saba Learning@Work LMS
Latest Features

Mobile Capabilities?
Responsive, native apps for iOS and Android, on/off synch, messaging, features within the apps include messaging, virtual classroom capability, QR access code to content, social groups, discussions and sharing, observational checklists. Mobile apps also have features for Managers and Instructors. Security includes remote wipe, content expiration, encryption.

Do you offer a coaching/mentoring capability within your system? If yes, how does it work (no more than three sentences)
My Team dashboard for managers is available to coaches and mentors. Groups and workspace can be used for asynchronous coaching and tracking commitments. TIM is a virtual coach. The system tracks a coach/mentor role.

Gamification? If yes, indentify the feature sets.
Badges can be given by one employee to another or earned by completing a learning activity. Leaderboards and Points are earned for contributing to social communities – more points for highly rated and active discussions. API exists to interface with Rewards vendors.

Social features – What can the learner do or what is included in the social capability of your LMS? Select the top three or four.
• Full featured social groups/communities with content sharing, discussions, wikis pages and blogs.
• Record and share with Saba Meeting – record screen or video and share it in a community
• Ideation – voting for ideas helps prioritize action
• Social analytics – Dynamic network analysis shows who is most connected and how teams work together.
• Emoticons
Saba Learning@Work LMS
Latest Features

What are your “content curation” features? Please no more than three sentences. You can also do bullet points. Focus on the “best” capabilities.

- System curates content for each learner using deep learning algorithm. Reports and dashboards display most popular and valued content. Content can easily be included in a blended course through search and browse in the course creation wizard.

Do you offer deep learning (aka predicative analysis)? If yes, what is it able to do within the system? In other words, what is its capabilities?

- Yes, provides robust deep learning capabilities, including course, content, and connection (people) recommendations to all learners, personalized to each individual and learns more about each learner with each interaction. Saba Cloud provides admins with recommendations on actions by comparing to benchmarks.

Do you have xAPI? What about an LRS?

- Yes on xAPI and LRS.

What are the analytics that system shows to the administrator?

- Saba Cloud includes dashboards and reports, covering all aspects of the learning programs, including courses, certifications, virtual classroom usage, compliance, content, social participation, e-commerce activity, skill gaps, assessment results, waitlist status, etc.
What do you offer in terms of compliance?
Extensive compliance features including audit trail, digital signatures (e-signature on mobile), workflows, diagnostic tools, document management, reporting on KPIs in a manner that regulatory bodies require, Tracking of On-The-Job, Continuing Professional Development (CPD) and other informal training activities.

Are you planning on adding any “new” compliance features in 2016? If yes, what are they?
Continuing Education plan pages to simplify management CE requirements: listing of current courses, search/browse/register for courses, links to transcripts.

What do you offer in terms of competencies?
Import skill dictionaries and job definitions and link definitions to competencies. Link to a career development framework and match competencies, skills, job level, and job role to available courses. Track skills/competencies by course/content. Allow managers to assess an employee’s existing skills. Learning@Work has additional compliance features.

Do you offer or include any talent management functionality within your LMS? If yes, please list the features. If it is an additional cost (i.e. the talent mgt.), please state as such.
Saba offers a comprehensive talent management suite. Complimenting Learning are Recruiting, Performance and Goals, Succession, Compensation, and Workforce Planning. Each module has its own cost and the entire suite can be bought a significant discount (according to Saba).
Based on your own data, what administration functions are used the most often? Please present up to four.

1. Creating learning activities (Courses, Certifications, Curricula, etc.)
2. Creating/editing rules for assignments
3. Making and managing assignments and enrollments
4. Reporting on learning activities in various ways

Do you provide training to administrators? If yes, is it free or fee based? Is it “live” via a webinar for example, or at a classroom or is it via pre-recorded videos? What is included in the training? (Please no more than three sentences) There are over 50 free, on-demand eLearning courses that cover system and learning admin functions. On site and virtual classroom delivery are available and start at $2,000. There are also job aides, podcast and webinar libraries, ILT agendas, and end-user training materials available in the customer community.

How many reports are included in your LMS? Do you offer ad-hoc?

Over 150 canned reports. Yes, ad-hoc. Any report can be edited with Saba’s report builder and tap into the over 2,700 data dimensions tracked by Saba Cloud.

Do you have an administrator dashboard? If yes, what is “viewable” on the home page.

The Admin Home Page gives the administrator one-click access to the most commonly used functions for which they have access, eg, create a blended course or create a new audience type or assign learning or change password. Admins can create custom dashboards that will display key metrics covering any aspect of the system they deem vital.
Saba Learning@Work LMS
Support & Training

How many people do you have in support? Do you have support agents that speak any other languages besides English? If yes, list the languages. Where are your support agents based (i.e., located)?

98 support agents. English, French, German, Spanish, Portuguese, Italian, Swedish, Japanese, Chinese, and various Indian languages. Norwegian, Thai, Russian, Malay and others available through partners. Support offices located in the United States, Canada, Brazil, Mexico, England, France, Germany, India, Australia, China, and Japan.

What are the hours for support? Do you offer different types of support (i.e., basic is free, prem is $$$)? What is included in basic vs. premium? Is support only for administrators?

Saba support is included with the software subscription and is ticket based, operating 24/7 available to administrators and other authorized contacts. Premium support (named contact, direct phone support) is an additional fee.

Community site portal? If yes, what is included?

Yes. Includes forum/discussion boards, access to recorded webinars, training sessions and job aides, and info for administrators and instructors. The community lets customers vote on suggested features for upcoming releases. Saba’s support organization also maintains a knowledge base to which customers have access.

What is the ratio of support tickets to number of clients?

1:30 (one ticket per 30 clients)
Blackboard Inc.

Blackboard makes learning more collaborative, more effective and more efficient for private and public organizations. We do this by providing flexible, online learning environments that combine best-in-class LMS, virtual classroom and mobile solutions and we’re leading the industry in developing best practices for designing and implementing learning programs online.

Verticals (no more than 4)
- Government/Military
- Corporate Enterprise
- Associations/Non-profits
- Education (Higher Ed & K12)

Corporate Information

Headquarters: Washington, DC, United States
Number of Clients: 25,000 clients

Tel: (800) 424-9299
Email: proedinfo@blackboard.com
Internet: blackboard.com
LMS Demo: http://www.youtube.com/watch?v=2OBsiQDOnP4&feature=youtu.be
Blackboard LMS

Pricing

**What is the cost of your setup fees?**

Depends on the platform.

**Setup fees include:**

Depends on the platform. Initial training is available online with an instructor or in-person.

**How do you define pricing?**

Pricing models vary per platform, typically based on number of users. GSA pricing is available for government agencies.

**Do you offer a “buy now”, “go now” live option, whereas a customer can buy the system using a credit card and then “technically” go live instantly?**

No.
Blackboard LMS
Implementation, Uptime, Roadmap, Updates

For an implementation, is this client specific or general functionality? With or without other clients?
Client specific.

What is your uptime of your system? (i.e. “Our uptime is 99.4%)
99.9%.

How often do you release new functionality?
Updates vary per product depending on release cycle, quarterly maintenance (service packs) and new Building Blocks (extensions) are typically released monthly.

How often do you update the system? If it is continuous updates, state “continuous”. How often do you do maintenance on your LMS and how far in advance do you notify your customers?
Continuous. Blackboard did not provide details on how often they do maintenance on the LMS, nor how far in advance do they notify administrators (this is for the SaaS offering).
How many HRIS/ERP systems can you interface with? What do you find to be the most often requested HRIS/ERP systems, that clients inquire about (regarding interface or connecting)?

Through APIs Blackboard Learn can integrate with most common HRIS and ERP systems such as a Peoplesoft and Oracle.

Do you charge for integrations/interfaces with HRIS/ERP and other systems not listed? If yes, how do you calculate fees?

Yes, a separate fee is charged as scoping is required before implementation.

What is on your roadmap for 2016? Please list no more than five items.

Delivering a modern user interface and experience focused on the learner to core learning platforms, removing java dependency from virtual classroom/web conferencing platform and moving to WebRTC to deliver high quality audio, video and application sharing right from the browser.

What type of development process do you use? (Agile, Waterfall, Custom)

Agile.
What data center (server host) do you use (i.e. host your LMS). Examples: Amazon S3, Rackspace, etc.

Blackboard leverages a combination of private managed datacenters and public IaaS providers like Rackspace, AWS, and Azure.

Does your data center and/or hosting facility have any certifications (i.e. SAS 70, PCI, ISO 27001, HIPAA)? If yes, please list.

Yes. Blackboard’s private data centers typically maintain SAS 70/SOC2 (type 2)/SSAE16 as regionally appropriate. Two sites also have DIACAP certifications.

I’m concerned about privacy issues and notice that the hosting site is in the United States. Does your hosting site have servers available in other countries?

Yes. Blackboard maintains service delivery locations in North America, South America, the EU, Asia, Australia, Africa, and the Middle East. Regional availability of products may vary.

How often do you backup the data and what is your recovery process? (Please no more than three sentences – just high level)

All services in private managed data centers leverage storage snapshotting and remote replication technologies. RPO varies by product from 24hr to less than five minutes.
Blackboard LMS

Security

- **S**: Do you offer Single-Sign on capabilities (trusting an already-issued SAS web credential)?
  - Yes.

- **A**: Is OAuth 2.0 used for secure connections?
  - Yes.

- **F**: Is the hosting facility SAE16 Type II - SOC1, SOC2 certified?
  - Yes, as regionally appropriate.

- **E**: Encryption. How will you protect credentials and data transmissions from detection while in transit to your application?
  - Blackboard products typically employ available data encryption in motion using SSL/TLS.
Blackboard LMS
Latest Features

Mobile Capabilities?
Responsive design, Native apps for iOS & Android, swipe options b/w screens, touch capability, mobile assessments, real-time video conferencing through mobile app, app support for Google Drive, OneDrive, Dropbox.

Do you offer a coaching/mentoring capability within your system? If yes, how does it work (no more than three sentences)
Yes. Via third party application.

Gamification? If yes, indentify the feature sets.
Yes. Badges and achievements through LMS for course completions and results on assessments and through third party applications.

Social features – What can the learner do or what is included in the social capability of your LMS? Select the top three or four.
Yes. Blogs, journals wikis, discussion boards, community groups, chat.
What are your “content curation” features? Please no more than three sentences.

- Built in editor to add any type of digital content and ability assess content through testing engine
- Engaging through discussion boards
- SCORM/AICC player to embed 3rd party content

Do you offer deep learning (aka predicative analysis)? If yes, what is it able to do within the system? In other words, what is its capabilities?

Yes. Analytics platform helps evaluate course materials, aggregates learner’s performance data and gives trainers/admins feedback so they can optimize outcomes and identify learners falling behind.

Do you have xAPI? What about an LRS?

Blackboard Learn plans to have xAPI and an LRS by the end of 2016.

What are the analytics that system shows to the administrator?

- Attempt statistics (for testing questions)
- Item analytics – determines quality of question
- Usage – how long spend on items, what day,
- Survey response data
- Performance against competencies
- Learning plan completions
Blackboard LMS
Compliance, Competencies, Talent

What do you offer in terms of compliance?
Audit trail, Licensing of different job roles with attendant review tools plus monitoring and reporting to managers, supervisors, head of compliance; Tracking of On-The-Job, Continuing Professional Development (CPD) and other informal training activities, Diagnostic tools to identify compliance and competence gaps and recommend or assign appropriate learning, auditable compliance reports.

Are you planning on adding any “new” compliance features in 2016?
Yes, competency based learning models to define learning goals and objectives and track performance against objectives.

What do you offer in terms of competencies?
Import skill dictionaries and job definitions and link definitions to competencies. Link to a career development framework and match competencies, skills, job level, and job role to available courses. Track skills/competencies by course(s) and content. Allow managers to assess an employee's existing skills. Mastery learning. Allow learners to self-assess their existing skills.

Do you offer or include any talent management functionality within your LMS? If yes, please list the features. If it is an additional cost (i.e. the talent mgt.), please state as such.
No. Just tracking training completions and learning paths.
Based on your own data, what administration functions are used the most often? Please present up to four.

Discussion boards/forums, testing & assessment & testing comprehension of training material.

Do you provide training to administrators? If yes, is it free or fee based? Is it “live” via a webinar for example, or at a classroom or is it via pre-recorded videos? What is included in the training? (Please no more than three sentences)

Yes, free online tutorials and fee based sessions with a training are available.

How many reports are included in your LMS? Do you offer ad-hoc?

Blackboard provides numerous out of the box reports and open database schema so that customers can create ad-hoc reports.

Do you have an administrator dashboard? If yes, what is “viewable” on the home page.

Yes. Customized by users role, reports typically include courses by pace, grades/results by courses, learners behind/ahead, login access and file access.
### Blackboard LMS Support & Training

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>How many people do you have in support? Do you have support agents that speak any other languages besides English? If yes, list the languages. Where are your support agents based (i.e. located)?</td>
<td>200+ support agents. Provides support in English and Spanish, and country. Agents are based in the United States and international support varies by country—help is available 24/7/365.</td>
</tr>
<tr>
<td>What are the hours for support? Do you offer different types of support (i.e. basic is free, prem is $$$)? What is included in basic vs. premium? Is support only for administrators?</td>
<td>Support includes e-mail and phone 24/7 support. Support is for administrators.</td>
</tr>
<tr>
<td>Community site portal? If yes, what is included?</td>
<td>Yes. Includes: knowledge base, forum/discussion board, customer community, ability to access training videos and help information for administrators.</td>
</tr>
<tr>
<td>What is the ratio of support tickets to number of clients?</td>
<td>Currently not maintained.</td>
</tr>
</tbody>
</table>
To win in today’s agile, competitive environment, you can’t rely on old school learning management systems (LMS) that provide one-size-fits-all training. Your people need learning that is tailored to their skills and competencies, delivered at the right time, and in the context of what they are trying to accomplish. SumTotal Learn is the only LMS that provides the personalized, contextual learning required to help your people be better at their jobs, while they are doing them.

Verticals (no more than 4)
- Banking & Financial Services
- Healthcare & Life Sciences
- Manufacturing
- Retail

Corporate Information

Headquarters: Nashua, NH USA
Customers: 6,700

Tel: 1-866-SMTotal (1-866-768-6825) or +1-352-264-2800
Email: http://learn.skillsoft.com/Skillsoft-Website-Contact-Form-SumTotal.html
Internet: http://www.sumtotalsystems.com/
LMS Demo: N/A
What is the cost of your setup fees?

The cost to setup and install the system is part of the base solution offering, and does not involve any additional costs. SumTotal offers a range of implementation packages that are based upon the degree of implementation and configuration services that the customer requires, beyond the base setup.

Setup fees include:
Setup fees cover the OnDemand costs for standing up a new environment for their SaaS customers. For implementation costs – SumTotal offers multiple packages in order to accommodate varying client needs. A mid-range setup would include a configuration workshop, over 50 hours of configuration and functional consulting, over 30 hours of support (such as User Acceptance Testing), and training, in addition to the base platform configuration.

How do you define pricing?
Standard pricing is based on active users, allowing SumTotal Learn customers to recycle licenses within their user population, as some users leave the population and others join. They also have pricing available for the extended enterprise, or a changing population for monthly usage.

Do you offer a “buy now”, “go now” live option, whereas a customer can buy the system using a credit card and then “technically” go live instantly.

No.
For an implementation, is this client-specific or general functionality? With or without other clients?

Client specific.

What is your uptime of your system?

99.9%.

How often do you release new functionality?

SumTotal typically releases new functionality deployments twice per year. Maintenance packs are released typically every 6-8 weeks.

How often do you update the system? If it is continuous updates, state “continuous”. How often do you do maintenance on your LMS, and how far in advance do you notify your customers?

Per above, system updates are published every 6-8 weeks, and a scheduled update calendar is published to customers twelve months in advance.
How many HRIS/ERP systems can you interface with? What do you find to be the most often requested HRIS/ERP systems, that clients inquire about (regarding interface or connecting)?

Nearly all SumTotal implementations require integration with existing client HR/ERP/legacy systems, such as PeopleSoft, Oracle, Lawson, SAP or Workday. SumTotal Learn can be synchronized with any OLEDB or ODBC addressable data source. The most commonly requested systems customers integrate with are PeopleSoft, Oracle and Workday.

Do you charge for integrations/interfaces with HRIS/ERP and other systems not listed? If yes, how do you calculate fees?

The SumTotal Learn Data Synch Utility (DSU) supports integrating with any OLEDB or ODBC addressable data source, and therefore they do not have a need to charge for interfaces with any ERP/HRIS system. In addition, there is an open API that can be leveraged as needed.

What is on your roadmap for 2016? Please list no more than five items.

SumTotal Learn’s key roadmap themes for 2016 are:

• Enhanced Mobile Learning & Gamification capabilities
• TinCan/CMI-5 support
• New Big Data engine to provide prescriptive & personalized learning recommendations
• MOOC Integration interfaces

What type of development process do you use? (Agile, Waterfall, Custom)

Agile.
What data center (server host) do you use (i.e. host your LMS). Examples: Amazon S3, Rackspace, etc.

SumTotal leverages their own data center operations facilities. SumTotal does support deployment of their solution in Amazon S3 and Microsoft Azure, for clients that request it.

Does your data center and/or hosting facility have any certifications (i.e. SAS 70, PCI, ISO 27001, HIPAA)? If yes, please list.

SumTotal Cloud Operations are audited annually for compliance to AT 101, SOC2 (SSAE 16) standards. Each data center facility has its own certifications; US facility in Columbus, Ohio is SOC1 (SSAE16) and SOC2 Type 2 audited, and is compliant with HIPAA, DOD, PCI standards. EU facility is ISO27001:2005 certified regarding Security Management, and ISO9001:2008 certified regarding Quality Management, as well as ISO14001, OHSAS 18001, & ISO50001.

I’m concerned about privacy issues and notice that the hosting site is in the United States. Does your hosting site have servers available in other countries?

Yes, data center services are offered in the following international locations: Amsterdam, Netherlands; London, England; Frankfurt, Germany; and Hong Kong.

How often do you backup the data and what is your recovery process?

Customer production environment data is continuously replicated to a separate physical data center, using SAN-to-SAN replication over a dedicated network connection to avoid a single point of failure. SumTotal’s standard service includes a Recovery Point Objective (RPO) of one day.
**SumTotal Learn LMS**

**Security**

**S**

Is the hosting facility SAE16 Type II - SOC1, SOC2 certified?

Yes, the primary US facility in Columbus is SOC1 (SSAE16) and SOC2 Type 2 audited.

**A**

Encryption. How will you protect credentials and data transmissions from detection while in transit to your application?

All application credentials are secured using strong encryption. Any bulk data transferred to the data center occurs over Secure FTP. Data transmission from client computers can be secured using SSL.

**F**

Do you offer Single-Sign on capabilities (trusting an already-issued SAS web credential)?

Yes, SumTotal provides support for several industry standard SSO methods, including SAML, SiteMinder, and LDAP.

**E**

Is OAUTH 2.0 used for secure connections?

Yes.
SumTotal Learn LMS

Latest Features

Mobile Capabilities:
Responsive, On/Off synch, Native apps for iOS, Android, touch capability, and offline content play/synch.

Do you offer a coaching/mentoring capability within your system? If yes, how does it work?
Yes, SumTotal allows community experts to be defined, and questions can be directed to those experts with responses posted to a community threaded discussion. In addition, users can be aligned with assigned coaches, who can provide mentoring, and direct users to learning opportunities that can close knowledge and competency gaps.

Gamification?
Yes, SumTotal allows earned points to be defined for a variety of activities in the system, such as completing learning or contributing to a social community. Users can earn badges, and customers can publicize leader boards that highlight the progress of individuals within the organization. Blended learning programs can be presented as “game challenges,” which users need to complete.

Social features – What can the learner do or what is included in the social capability of your LMS? Select the top three or four.
Create communities around specific learning activities, or for ad hoc topics, plus share documents, and join discussions. Activity ratings and commenting enable users to gather peer feedback on learning activity. Social learning widgets give at-a-glance views to relevant communities and content.
SumTotal Learn LMS
Latest Features

What are your “content curation” features?
SumTotal provides system-automated curation, and manual curation facilities. SumTotal provides pre-curated mappings of competency models to thousands of Skillsoft learning assets, and the ability for administrators to further curate the content. In addition, SumTotal automatically curates content by topic area, and automates the process of importing curation metadata from content providers such as Skillsoft.

Do you offer deep learning (aka predicative analysis)? If yes, what is it able to do within the system? In other words, what is its capabilities?
Yes, SumTotal provides intelligent, machine-learning based prescriptive learning recommendations. These are based upon competency mappings, and an automated scoring algorithm which provides learning recommendations based upon rating, content usage metrics, and job position fit.

Do you have xAPI? What about an LRS?
No on an xAPI or an LRS. However, SumTotal plans on having each of them in 2016.

What are the analytics the system shows to the administrator?
SumTotal provides a set of dashboarding features, where metrics such as compliance, content utilization, and line-of-business impact can be easily displayed to all different types of users, including administrators. The drag-and-drop interface allows customers to create analytics dashboards that meet their specific needs.
What do you offer in terms of compliance?

Compliance capabilities include geographic-specific continuing education management; a library of configurable, recurring certification rules; time-based, escalating, compliance notifications; and informative, compliance measurement dashboards.

Are you planning on adding any “new” compliance features in 2016?

Yes. SumTotal is planning on providing enhancements to their continuing education capabilities, as well as to their offline mobile support for observation, checklist-based learning.

What do you offer in terms of competencies?

Provides a competency library that is pre-mapped to Skillsoft learning assets, and which is automatically updated, quarterly. In addition, the tool provides administrative interfaces and tools to create &/or modify competencies, or import 3rd-party competency libraries.

Do you offer or include any talent management functionality within your LMS? If yes, please list the features. If it is an additional cost (i.e. the talent mgt.), please state as such.

Yes, SumTotal offers the following talent management capabilities in their base LMS offering: Skill/Competency Management, Competency/Role-Based Development Plans, and Public User-Profile Search.
Based on your own data, what administration functions are used the most often? Please present up to four.

1) Creating learning activities  2) Uploading online content  3) Executing reports  4) Defining audiences (dynamic, rules-based groups of users).

Do you provide training to administrators? If yes, is it free or fee based? Is it “live” via a webinar for example, or at a classroom or is it via pre-recorded videos? What is included in the training? (Please no more than three sentences)

Training is included in all of SumTotal’s implementation packages. The standard offering is two seats in SumTotal’s virtual, instructor-led training sessions (typically includes eight hours of reporting training, and four days of administrative training). Onsite training for larger audiences is also an available option.

How many reports are included in your LMS? Do you offer ad-hoc?

60 canned reports. Yes on ad-hoc. The most commonly used out-of-the-box reports are: 1) Compliance Metrics  2) Content Utilization, and 3) Assessment Question Response Analysis.

Do you have an administrator dashboard? If yes, what is “viewable” on the home page.

Yes, SumTotal Learn provides a configurable, administrator dashboard, where the customer can select from dozens of pre-built widgets to configure the dashboard to meet their needs. Dashboards can include all of the following types of data: 1) Compliance Metrics  2) Content Utilization  3) Classroom Utilization, and 4) Training Delivery Cost Analysis. (Please see example dashboard screenshots at end of deck).
How many people do you have in support? Do you have support agents that speak any other languages besides English? If yes, list the languages. Where are your support agents based (i.e. located)?

250+ Support Agents. All SumTotal support agents speak English, while many are bi-, and even tri-lingual, speaking French, Italian, Chinese, Japanese, Spanish and German.

What are the hours for support? Do you offer different types of support (i.e. basic is free, prem is $$$)? What is included in basic vs. premium? Is support only for administrators?

SumTotal Standard Support is offered 8 am-8 pm EST. SumTotal Premium Support options include 24/7/365 support. Premium Support is an additional fee. Standard support is for administrators. SumTotal offers support to learners for an additional cost.

Community site portal? If yes, what is included?

Yes, SumTotal offers a customer community portal, as part of their standard offering. This includes access to product documentation, recorded product training and webinars, and communities of practice (where customers, and SumTotal personnel, can share best practices).

What is the ratio of support tickets to number of clients?

Historically, SumTotal averages 12: 1 per year, with typical peaks during the customer’s initial go-live.
### Attendance Details

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<thead>
<tr>
<th>Activity Name</th>
<th>Registration Status</th>
<th>Cancelled</th>
<th>Completed</th>
<th>In Progress</th>
<th>No Show</th>
<th>Registered</th>
<th>Totals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Advanced Problem Solving</td>
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<tr>
<td>Advanced Topics 2013.02</td>
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<tr>
<td>Advanced Topics 2014.1</td>
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<tr>
<td>Coaching</td>
<td>Participant Count</td>
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<td>Dealing with Difficult Passengers</td>
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<td>Participant Count</td>
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<td>Dynamic Customer Care</td>
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<td>ETOPS Recurrent</td>
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<tr>
<td>Effective Email Communication</td>
<td>Participant Count</td>
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<td>Emergency and Disaster Preparedness</td>
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<td>Essentials Series Activity Workbook 2014.1</td>
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<tr>
<td>Excel Best Practices</td>
<td>Participant Count</td>
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</tr>
</tbody>
</table>

**Figure 1 – Course Attendance Status Cross Tab Report**
## SumTotal Learn LMS

### Course Evaluation Report

<table>
<thead>
<tr>
<th>Activity Name</th>
<th>Full Name</th>
<th>Evaluation Date</th>
<th>Question Text</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Induction Program</td>
<td>Lane, Viola</td>
<td>Nov 13, 2015</td>
<td>My instructor encouraged participation within the class.</td>
<td>Yes</td>
</tr>
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<td>Induction Program</td>
<td>Martinson, Steven</td>
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*Figure 2 – Course Evaluation Question Analysis Report*
Figure 3 - Example administrator analytics dashboard
Figure 4 - Example administrator analytics dashboard with linkage to external data.
ShareKnowledge LMS

ShareKnowledge is the first corporate LMS built on SharePoint. A Microsoft® Partner with Gold Application Development Competency, ShareKnowledge is considered the industry’s most valuable SharePoint add-on — providing a powerful learning solution that will transform your organization and propel business productivity.

Just like our name implies, we’re the experts in ‘sharing knowledge.’ A dynamic, enterprise-wide application that is integrated into all aspects of your business, ShareKnowledge LMS,

- **Saves money** by leveraging your existing SharePoint investment. Experience up to a 60 percent lower total cost of ownership than other systems on the market.
- **Saves time** with a fully integrated LMS and content management system, automated training and a familiar Microsoft Office-like interface.
- **Eliminates risk** while unifying your entire organization and maximizing talent and performance.

**Verticals (no more than 4)**

- Manufacturing
- Technology
- Retail

**Corporate Information**

**Headquarters:** Issaquah, WA USA  
**Number of Clients:** 120

Tel: +1 (425) 996-4201  
Email: welcome@shareknowledge.com  
Internet: www.shareknowledge.com  
LMS Demo: N/A
ShareKnowledge LMS

Pricing

What is the cost of your setup fees?

- Turn-key instant on system: $2,995
- Small deployments $5,995
- Medium-large deployment: $8,995
- Enterprise: $11,995

Setup fees include:

- Full project management, SSO support and API and custom reporting kit
- Deployment on your SharePoint farm or Cloud deployment (client choice)
- Active directory/HRIS integration package
- Full training and handholding for your training team and stakeholders

How do you define pricing? If the pricing is different for internal vs B2B/B2C, indicate as such.

Pricing based on active user blocks. Both internal and external users can be in the same deployment. Discounts based on user count.

Do you offer a “buy now”, “go now” live option: Whereas a customer can buy the system using a credit card and then “technically” go live instantly.

Yes, have an “install on” fast cloud option.

LMS Top 50 2016 Report
For an implementation, is this client specific or general functionality? With or without other clients?

Client specific.

What is your uptime of your system? (i.e. “Our uptime is 99.4%)

99.5%.

How often do you release new functionality?

4 times per year on average. Free training on new features provided.

How often do you update the system? If it is continuous updates, state “continuous”. How often do you do maintenance on your LMS and how far in advance do you notify your customers?

- On-premise is by advance schedule with customer, average of 4 times per year (quarterly)
- Cloud hosted is by advance schedule with customer with the ability to run continuous, private updates.
- Provide weeks of notice and schedule exact timeframes for any update with each client.
How many HRIS/ERP systems can you interface with? What do you find to be the most often requested HRIS/ERP systems, that clients inquire about (regarding interface or connecting)?

- Open integration architecture allows integration with any HR/ERP/CRM system by Web Services API
- Windows Timmer Sync allows integration using Excel, CSV, XML
- Most common are SAP/Oracle/Peoplesoft/Dynamics/Workday/Salesforce/Utilipro/ADP

Do you charge for integrations/interfaces with HRIS/ERP and other systems not listed?

Standard user integration services are included with deployment packages. Integration API’s work but system allows customizable data mapping for added automation.

What is on your roadmap for 2016? Please list no more than five items.

- System supports custom content creation and collaborative workflows (check-in, check-out, version control)
- Powerful multiple language, collaborative content management features planned
- Competency analytics for comparison of company results to benchmarks

What type of development process do you use? (Agile, Waterfall, Custom)

- Agile/SCRUM development process
- Microsoft technology stack
What data center (server host) do you use (i.e. host your LMS).
1. Microsoft Azure
2. Amazon (AWS on request)
3. Or, On-premise on clients farm

Does your data center and/or hosting facility have any certifications
• SAS 70 Type II, ISO 27001 27002, 27018 HIPAA, HITECH
• FIPS, FISC, FDA 21 CFR Part 11
• SOC 1 Type 2, SOC 2 Type 2
• UK Cloud, SEC 508, SAFE HARBOR, many others

I’m concerned about privacy issues and notice that the hosting site is in the United States. Does your hosting site have servers available in other countries?
Yes. UK/Ireland, Australia and Asia hosting options.

How often do you backup the data and what is your recovery process?
Hosted: Full and incremental daily and automated backups. On–premise deployments inherit security and backup settings from client systems. System can inherit existing full, or partial backup process.
ShareKnowledge LMS

Security

Is the hosting facility SAE16 Type II - SOC1, SOC2 certified?
Yes.

Encryption. How will you protect credentials and data transmissions from detection while in transit to your application?
Yes - offer encryption on data and file systems in compliance with HTTPS, SAE16, SOC1, SOC2 and major industry security standards.

Do you offer Single-Sign on capabilities (trusting an already-issued SAS web credential)?
Yes.

Is OAUTH 2.0 used for secure connections?
Yes can be used with ADFS 3.0 (Active Directory Federated services).
Mobile Capabilities?
Responsive.

Do you offer a coaching/mentoring capability within your system? If yes, how does it work
1. Collaborative workspace for learner + assigned coach/mentor
2. Assignment options for coach to assign or recommend courses and training
3. Assessment workflow for feedback on performance and skills

Gamification? If yes, identify the feature sets.
Yes, users can receive badges, team results, points, credits, and custom rewards based on client metrics. System can benchmark results vs other “players” or leaders, teams, or departments.

Social features – What can the learner do or what is included in the social capability of your LMS?
1. Integrated with all SharePoint social and collaboration features
2. Forums, blogs, wiki’s, announcements for teams, departments, job roles
3. Course specific collaboration, libraries, and document management
ShareKnowledge LMS

Latest Features

What are your “content curation” features?

• Full content management with approval workflows, version control, check-in, check-out
• Customizable library functions with permissions by content, folder or library.
• Flexible publishing options for general knowledge vs formal training

Do you offer deep learning (aka predicative analysis)?

Yes. System can score categories and competencies and make recommendations based on assessment results.

Do you have xAPI? Do you have LRS?

Yes, xAPI. Offer LRS as optional add-on. (external learning record store service).

What are the analytics that system shows to the administrator?

Percent complete, grade distribution graph, number or percent status (started, not started, passed, failed, assigned to, optional, recommended, required). Can group and sort data by any of these major metric options.
What do you offer in terms of compliance?

- Build, management and deliver SOP’s, compliance information and training
- Completion and exception reporting, Customizable compliance agreements
- Electronic signature for any document, task or course, Docusign integration available

Are you planning on adding any “new” compliance features in 2016? If yes, what are they?

Coming later Q1, Cosign integration.

What do you offer in terms of competencies?

Users can view, filter and search competency based training and self select or be enrolled into these trainings. Competency assessment (optional self assessment and or manager assessments) can be assigned and completed.

Do you offer or include any talent management functionality within your LMS?

- Talent assessment capabilities
- Manager and team assignment capabilities
- Custom assessment capabilities (talent and competency assessments)
ShareKnowledge LMS
Administration Functions

Based on your own data, what administration functions are used most often? Please present up to four.
• Onboarding automation (automated assignment of courses by job role, hire date, department)
• Master status reporting (exception reports, completion reports, team and manager reports)
• Version control (updating courses easily using version control)
• Drag and drop event scheduling (schedule events and ILT by drag and drop to calendar)

Do you provide training to administrators? If yes, is it free or fee based?
Included in deployment package is a series of live (via webinar), customized trainings for the admin team. Also included are training resources, guides and videos. Training sessions can be offered on-site, on request for an additional fee.

How many reports are included in your LMS? Do you offer ad-hoc?
20 reports (customized) using reporting module in enterprise deployment. Yes on ad-hoc.

Do you have an administrator dashboard? If yes, what is “viewable” on the home page.
Yes, admin dashboard is available. Can be made home page or a dashboard web-part can be deployed to any admin screen.
How many people do you have in support? Do you have support agents that speak any other languages besides English?

11 support agents in the United States. 10 support agents for UK clients. USA support team is located in Issaquah, WA (US). UK support team is located in Germany and Netherlands. Tier 1 Support agents speak English, German, Dutch, Spanish.

What are the hours for support?

24/5 support included at no cost (email, ticket support).
24/7 support available for additional cost (generally $2,400 – $3,600 year based on client size and details)

Community site portal? If yes, what is included?

Yes, have private community options for clients based on role.

What is the ratio of support tickets to number of clients?

Average less than three support tickets per client per year.
Instructure was founded to disrupt the LMS industry by setting a new, open standard for education technology. We don’t envision or want Canvas to ever become the cumbersome, monolithic, feature-bloated LMS of the past. We see Canvas continually increasing and expanding support for standard, open “sockets” that our own tools, the tools of our Partners, the tools developed by the Canvas Community, and the tools of the education technology industry at large can be easily plugged into and incorporated into a teaching and learning environment—an environment that supports interoperability, analytics, collaboration, personalization, and accessibility/universal design.
What is the cost of your setup fees?

The Canvas Implementation Services Packages are implementation options designed to match each customer with the most appropriate implementation approach—ranging from minimal support and guidance, to full project ownership and management by Instructure. Costs are primarily driven by the size of the institution, or number of users/FTE.

Setup fees include:

- General implementation guidance, weekly calls, two hours of administration training, one hour of support,
- fundamentals teacher training subscription, sample project plan, access to guides, public courses, and best practices documentation, authentication integration, site branding, SIS integration support, support services setup.

How do you define pricing?

Based on a one-time implementation fee and on subscription fees calculated by multiplying the number of users by an annual per-user subscription fee.

Do you offer a “buy now”, “go now” live option, whereas a customer can buy the system using a credit card and then “technically” go live instantly.

Yes.
Canvas LMS
Implementation, Uptime, Roadmap, Updates

For an implementation, is this client specific or general functionality? With or without other clients?

Implementation is client specific.

What is your uptime of your system? (i.e. “Our uptime is 99.4%)

99.9%.

How often do you release new functionality?

Upgrades and updates are released on a three-week cycle, typically on Saturdays, and require no system downtime. Instructure’s hosting services include automatic upgrades and updates. There are no patches, service packs, or version numbers.

How often do you update the system? If it is continuous updates, state “continuous”. How often do you do maintenance on your LMS and how far in advance do you notify your customers?

Updates to the system are continuous and are released on a three-week cycle. Instructure will notify administrators at least seven days in advance except in critical emergency situations.
How many HRIS/ERP systems can you interface with? What do you find to be the most often requested HRIS/ERP systems, that clients inquire about (regarding interface or connecting)?

Canvas supports integration with Datatel Colleague (Ellucian), as well as SunGard Banner/Luminis (Ellucian), Oracle PeopleSoft, Jenzabar, CampusVue, Poise, PowerSchool, CampusKey, and other SIS/HRIS/ERP products that can export data that can be translated into the Canvas SIS data import format or sent directly to the Canvas SIS Import API. The Canvas/SIS API supports custom integration with various SIS to provision terms, courses, sections, user profiles, groups, enrollments, and more. Most requested are SIS systems (non-specific).

Do you charge for integrations/interfaces with HRIS/ERP and other systems not listed?

Basic SIS integration support is included with the implementation fee. Custom integration is available at the current hourly services rate (as defined by Instructure).

What is on your roadmap for 2016? Please list no more than five items.

- Gradebook Enhancements
- Quizzes 2.0
- SIS Integrations Using LIS 2.0

What type of development process do you use? (Agile, Waterfall, Custom)

Agile.
What data center (server host) do you use (i.e. host your LMS). Examples: Amazon S3, Rackspace, etc.

Amazon Web Services S3.

Does your data center and/or hosting facility have any certifications (i.e. SAS 70, PCI, ISO 27001, HIPAA)? If yes, please list.

PCI DSS Level 1, ISO 27001, FISMA Moderate, FedRAMP, HIPAA, and SOC 1 (formerly referred to as SAS 70 and/or SSAE 16) and SOC 2 audit reports.

I’m concerned about privacy issues and notice that the hosting site is in the United States. Does your hosting site have servers available in other countries?

Yes. EU West (Ireland and Germany) Region with 3 EC2 Availability Zones, the Asia Pacific (Sydney) Region with 2 EC2 Availability Zones, and the Asia Pacific (Singapore) Region with 2 EC2 Availability Zones.

How often do you backup the data and what is your recovery process?

Client data is backed-up automatically both in real-time and on a 24 hour schedule to multiple geographic locations, rather than a single data center. Instructure declined to provide their recovery process.
Is the hosting facility SAE16 Type II - SOC1, SOC2 certified?
Yes.

Encryption. How will you protect credentials and data transmissions from detection while in transit to your application?
All data traffic in and out of the LMS is at least 128-bit TLS/SSL encrypted over HTTPS connections.

Do you offer Single-Sign on capabilities?
Yes. Single Sign-On (SSO) via integrations with SAML, Shibboleth, and CAS.

Is OAUTH 2.0 used for secure connections?
Yes.
Canvas LMS

Latest Features

Mobile Capabilities?
Responsive, native apps for iOS and Android. Features within the mobile app(s) include communicate privately through conversations, collaborate and complete assignments through discussions, use mobile video to make media comments. A tutorial “training camp” when users open the app for the first time.

What are your top three features for the student portal?
Determine the kinds of notifications to receive and how frequently to receive them, view course materials and complete assignments using their computer or mobile device and record and post media messages using their computer or mobile device.

Gamification?
The system itself does not come with “gamification” features out of the box. However it does support and integrate with an ever-growing LTI tools and services that support gamification, such as badges (Canvabadges, Open Badges, BadgeSafe for Canvas, and BadgeStack), BukkitLTI (integration of Minecraft server as an LTI tool), and learning games (Hooda Math, Manga High, OpenEd, Quizlet, StudyMate Class).

Social features – What can the learner do or what is included in the social capability of your LMS? Select the top three or four.
Specify communications channels in their individual Notification Preferences (external email, SMS, Twitter, and LinkedIn), specify the methods that other users can use to contact them such as external email. Canvas also supports integration with an extensive set of social media resources and tools such as YouTube, Delicious, Skype, Google Docs, and Diigo.

LMS Top 50 2016 Report
Canvas LMS

Latest Features

What are your “content curation” features?

With the Rich Content Editor - files, images, and links can be dragged and dropped from the Content Panel for the creation of course content and coursework. The Rich Content Editor provides the embedding of and linking to multimedia, video, audio, URLs, files, and other digital resources in course content, coursework, and communications. Canvas supports LTI integration with over 120 content-related resources including Plato, Cambridge MyBusinessCourse, McGraw-Hill Campus, Drupal, Open Tapestry, Mediasite.

Do you offer rubrics and a plagiarism detection?

Yes. When building a new course, teachers can create their own rubrics or reuse previously created rubrics. Learning outcomes can be aligned to rubrics for institution-wide initiatives, such as accreditation. Canvas supports API integration with TurnItIn by iParadigms via the TurnItIn LTI tool and the TurnItIn UK LTI. Canvas also supports LTI integration with the plagiarism detection tools Unplag.com, PlagScan, and Vocareum.

Do you have xAPI? What about an LRS?

Limited support for xAPI. No plans at this time for a built-in LRS.

What are the analytics that system shows to the administrator?

Please see attached Canvas Analytics and Learning Outcomes document.

LMS Top 50 2016 Report
Do you have a teacher resource or exchange, whereas teachers from other schools can share best practices, etc.?

The Focus Groups in the Canvas Community provide opportunities for users to learn from peers, share ideas and experiences, solve problems, and explore new ways to use Canvas features.

How would you rate the ability for teachers to use your system? In other words, if a teacher was using the system for the first time, would they be able to immediately use the platform?

The best way to respond to this question is with a customer quote: “Here's what really matters to me: I spent maybe 10 hours or so yesterday working with Instructure, and I would say that 9 hours of that time was all content. It took me almost no time at all to figure out how to use the system.” Laura Gibbs, Online Instructor, University of Oklahoma.

What are the top features for your parent portal?

View grades, feedback and assignment details for each of their child’s assignments. Configure notifications and respond to teacher requests without logging into the LMS. Subscribe to the Canvas Calendar to view due dates and changes from their preferred calendar application.

What are the top three features that teachers are able to do in the system?

Quickly and efficiently grade student submissions and record and post rich media feedback. Update due dates and send notification of the change through a simple drag-n-drop action. Copy course content and assignments and update due dates for the new term.
Based on your own data, what administration functions are used the most often? Please present up to four.

- View departmental reporting and analytics roll-up
- Masquerade as user for troubleshooting purposes
- Access departmental courses to provide academic or technical support
- Add or modify departmental administrator access with custom defined role and permissions

Do you provide training to administrators? If yes, is it free or fee based? Is it “live” via a webinar for example, or at a classroom or is it via pre-recorded videos? What is included in the training?

Yes, administrator training is included in the setup fee. Participants learn how to manage users, sub-accounts (domains), courses, and enrollments, as well as how to organize courses, manage users and permissions, and create shared content that can be used by instructors.

How many reports are included in your LMS? Do you offer ad-hoc?

28 standard reports and yes, on ad-hoc.

Do you have an administrator dashboard? If yes, what is “viewable” on the home page.

With the Global Navigation Menu the administrator will have access to a full menu of functions including; sub-accounts, authentication, terms, SIS import, developer keys, attendance, Canvas data portal, settings, admin tools and more.
How many people do you have in support? Do you have support agents that speak any other languages besides English? If yes, list the languages. Where are your support agents based (i.e. located)?

102 support agents. 95% are based in Salt Lake City, while 5% are based at their UK office. Support is available in Spanish and English.

What are the hours for support? Do you offer different types of support (i.e. basic is free, prem is $$)? What is included in basic vs. premium? Is support only for administrators?

Basic, 24/7, and Tier-1 support options. Basic is included with subscription fee, and support is provided to administrators during the hours 6 am to 6 pm local customer time. 24/7 support is available at additional cost. Tier-1 support is also available at additional cost and is support provided directly to teachers and students.

Community site portal? If yes, what is included?

The Canvas Community is where new and experienced Canvas users go to find answers, share ideas, and participate in special interest and user-focused groups including Canvas Strategies, Canvas Admins, Instructional Designers, Higher Education, K-12, and Canvas Developers. The Canvas Guides provide user-focused, step-by-step instructions and best practices for getting the most out of the Canvas toolset and mobile apps.

What is the ratio of support tickets to number of clients?
The data available provides number of support tickets/user/year

- The average higher ed user generates 0.17 tickets / year
- The average K12 user generates 0.10 tickets / year
Cornerstone Learning

Cornerstone Learning empowers talent with personalized training programs, collaborative learning initiatives and certification paths ensuring that coursework actively addresses specific competency and skill gaps. With a single point of access, Cornerstone LMS clients deliver rich e-Learning experiences, mobile learning, Instructor-Led Training (ILT) administration, virtual classroom sessions and functional content management. Cornerstone Learning (LMS) improves employee performance, supports compliance and fosters collaboration within your organization.

Verticals (no more than 4)
- Financial services
- Healthcare
- Retail
- Higher Education

Corporate Information

Headquarters: Los Angeles, CA, US
Number of Clients: 2,500+
Tel: 310-752-0200
Email: info@csod.com
Internet: www.csod.com
LMS Demo: N/A
What is the cost of your setup fees? (if you have multiple options, present them. If you have a “range”, then put it down, but state it depends on XYZ factors.)

Varies widely by size of deployment.

Setup fees include:

Implementation and deployment services: These one-time fees cover services associated with the initial design, configuration, testing, technical system integration and on-site training for the initial go-live.

How do you define pricing? If the pricing is different for internal vs B2B/B2C, indicate as such.

Pricing for the main Cornerstone Learning LMS is based on the Software-as-a-Service model, that is: per user per year subscription pricing. Also offered is the “extended enterprise” learning for clients’ customers / partners / associations. This is priced differently.

Do you offer a “buy now”, “go now” live option, whereas a customer can buy the system using a credit card and then “technically” go live instantly.

No.
Cornerstone Learning LMS
Implementation, Uptime, Roadmap, Updates

For an implementation, is this client specific or general functionality? With or without other clients?
All implementations are client-specific.

What is your uptime of your system? (i.e. “Our uptime is 99.4%)
Cornerstone’s SLA guarantees 99.5% uptime (excluding reasonable and scheduled maintenance periods) per month.

How often do you release new functionality?
Cornerstone has quarterly product releases. These include both new functionality and incremental improvements.

How often do you update the system? If it is continuous updates, state “continuous”. How often do you do maintenance on your LMS and how far in advance do you notify your customers?
Quarterly. Downtime is scheduled for planned quarterly releases at least four months in advance and deployed during off-peak hours, typically 8:30PM EST Fridays to 1AM EST Saturday (4.5 hours). Patch fixes typically occur every two weeks between 8:30PM EST and 12:00AM EST. The typical downtime for a patch deployment is approximately 10 minutes. Client administrators can access a calendar of upcoming release and patch dates through the client portal, Success Center. In addition, multiple email reminders are sent in advance.
How many HRIS/ERP systems can you interface with? What do you find to be the most often requested HRIS/ERP systems, that clients inquire about (regarding interface or connecting)?

Cornerstone has many integrations from LMS to client HRIS, ERP, and CRM systems for both ongoing user data and historical data loads (includes nightly and real-time feeds). Customers are provided tools for batch uploads of various types of user or learning data. To transfer data to or from the client’s system, they are offered documented procedures including CSOD Secure FTP and ConnectDirect and extensive Web Services/API support. Support SOA and so interface with SharePoint.

Do you charge for integrations/interfaces with HRIS/ERP and other systems not listed? If yes, how do you calculate fees?

All integration projects are handled by the Technical Consulting team. Atypical projects might require some consulting work. Straightforward ones will not. There may be a fee associated with the consulting work.

What is on your roadmap for 2016? Please list no more than five items.

- Tin Can API full support
- Learning Gamification
- ILT geo-location (via mobile app)
- Auditing enhancements for life sciences

What type of development process do you use? (Agile, Waterfall, Custom)

Agile.
What data center (server host) do you use (i.e. host your LMS). Examples: Amazon S3, Rackspace, etc.

Data centers are in the US and the UK. Main hosting partner is Equinix.

Does your data center and/or hosting facility have any certifications (i.e. SAS 70, PCI, ISO 27001, HIPAA)? If yes, please list.

ISO/IEC 27001:2013, SSAE16 SOC 1 Type II, ISAE 3402 Type II, FDA 21 CFR Part 11 Compliance, Support, PCI Level 4 SAQ D, Safe Harbor (U.S., EU and U.S., Swiss), FISMA Moderate Authority to Operate (ATO), In final stages of FedRAMP certification

I’m concerned about privacy issues and notice that the hosting site is in the United States. Does your hosting site have servers available in other countries?

Separate hosting infrastructure in London. The processes are aligned with EU regulations, including the ISO 27001 certification. In addition, all data in the application is encrypted in transit. Data is never copied outside of the jurisdiction of the data center.

How often do you backup the data and what is your recovery process? (Please no more than three sentences – just high level)

Two days of hot backups are stored on the local SAN disk for immediate recovery. Disaster recovery tests are performed semi-annually.
Cornerstone Learning LMS

Security

Is the hosting facility SSAE16 Type II - SOC1, SOC2 certified?
SSAE16 SOC 1 Type II

Is OAUTH 2.0 used for secure connections?
No.

Do you offer Single-Sign on capabilities (trusting an already-issued SAS web credential)?
The application supports Single Sign-On (SSO), which requires clients to be authenticated via their identity provider with SAML assertions.

Encryption. How will you protect credentials and data transmissions from detection while in transit to your application?
The Cornerstone application is secured with 256-bit TLS, which encrypts all data in transit and ensures it is secure.
Cornerstone Learning LMS
Latest Features

Mobile Capabilities?
Native app for iOS (running iOS 8+), Android (running v4.4+), On/Off synch, features within the apps include real time training, SCORM, transcripts, learning synchronization with other devices, user-generated video content, different types of learning objects.

Do you offer a coaching/mentoring capability within your system? If yes, how does it work?
Learners can view profiles of fellow employees and send emails within the system. The expert will respond. Responses appear on a board for all learners to see. Questions can also be posted to learning community as well.

Gamification? If yes, identify the feature sets.
Gamification features in performance and recruiting. Learning badges is on the horizon for early 2016.

Social features – What can the learner do or what is included in the social capability of your LMS? Select the top three or four.
Collaborative Learning Communities, blend traditional LMS and social/collaborative learning. Includes guided or unstructured learning communities; social communities; video commenting; and lots more. Other social features include a Live Feed (a feed of social information from around the company).
Cornerstone Learning LMS
Latest Features

What are your “content curation” features? Please no more than three sentences. You can also do bullet points. Focus on the “best” capabilities.
- Advanced search capabilities
- Star ratings for learning objects
- Highly configurable learning catalogs (audience segmentation)

Do you offer deep learning (aka predictive analysis)? If yes, what is it able to do within the system? In other words, what is its capabilities?
Yes. Cornerstone Insights is a learning / predicative analytics product that informs clients’ learning initiatives. The predictive analytics is around compliance training and risk management. These Insights uncover non-compliance predictive factors and receive policy change recommendations to reduce the organization’s risk for regulatory fines and help prevent employee downtime.

Do you have xAPI? What about an LRS?
xAPI is scheduled to launch in April 2016. Yes on an LRS.

What are the analytics that system shows to the administrator? (In this section – if you want to include screen shots, please place them either on a separate document, or include with your response as separate files.)
In addition to the machine learning predictive analytics all administrators have access to complete reporting in the forms of standard reports, push dashboards, custom reports, and others. Reports can be configured, scheduled, emailed, etc. The administration analytics component of Cornerstone Learning is extensive.
What do you offer in terms of compliance?
Cornerstone Learning offers a robust set of features for compliance. The system itself is in the top five best platforms out there for compliance and regulatory capabilities.

Are you planning on adding any “new” compliance features in 2016? If yes, what are they?
No.

What do you offer in terms of competencies?
Can map training to competencies to best fit the organization’s needs. Development resources can be cataloged by competency and sorted accordingly. Competencies can be assigned to any learning object within the course catalog (such as course, curricula, webinars, etc.). Mastery learning. Allow managers to assess an employee’s existing skills.

Do you offer or include any talent management functionality within your LMS? If yes, please list the features. If it is an additional cost (i.e. the talent mgt.), please state as such.
Cornerstone offers a Talent module for an additional cost. There is no talent functionality within Cornerstone Learn.
Cornerstone Learning LMS

Administration Functions

Based on your own data, what administration functions are used the most often? Please present up to four.

Assigning users to a course catalog, viewing and running reports, proxy enrollments.

Do you provide training to administrators? If yes, is it free or fee based? Is it “live” via a webinar for example, or at a classroom or is it via pre-recorded videos? What is included in the training? (Please no more than three sentences)

Cornerstone provides product training prior to and during implementations and on an on-going basis through multiple forms, including instructor-led training, custom onsite classroom training, virtual training, and asynchronous online training. Additional training can be fee-based.

How many reports are included in your LMS? Do you offer ad-hoc?

100+ canned reports. Yes, on ad-hoc.

Do you have an administrator dashboard? If yes, what is “viewable” on the home page.

Administrators have access to their Administration Console. Cornerstone Learning did not provide what is viewable on the dashboard.
How many people do you have in support? Do you have support agents that speak any other languages besides English? If yes, list the languages. Where are your support agents based (i.e. located)?

Nearly 450 support agents. Support is available in French, Spanish, Japanese, Mandarin, Portuguese, German and English. Support is delivered from global locations in the US, Europe, Middle East, India, Hong Kong, Japan, and ANZ.

What are the hours for support? Do you offer different types of support (i.e. basic is free, prem is $$)? What is included in basic vs. premium? Is support only for administrators?

There are four levels of customer support: Professional, Professional Plus, Premier, and Premier Plus. Support hours range from 8am – 6pm Monday to Friday to 24/7 globally, depending on level of need. Cornerstone learning did not stipulate if “Professional” was free or fee based. Nor what was included in at least the Professional level.

Community site portal? If yes, what is included?

The Cornerstone Success Center (CSC) is Cornerstone’s online community and self-service support community. The CSC provides a virtual community to learn the solutions, connect and collaborate with other clients, resolve product and technical questions for the Cornerstone software. Clients can also collaborate on product design, release management, and best practices.

What is the ratio of support tickets to number of clients?

Unknown at this time.
ServiceRocket

Learndot is a learning management system designed specifically to enable fast-growing software companies to develop, sell, and deliver training programs to customers all over the world. Fast-growing software companies need a learning management system that makes it easy for customers to find training, integrates seamlessly with existing websites, systems, and workflows, delivers responsive eLearning and global live training courses, maintains its overall brand experience, and is ecommerce ready. Learndot is the fastest way to build a software training business.

Verticals (no more than 4)
• Enterprise Software
• B2B/B2C

Corporate Information

Headquarters: Palo Alto, CA USA

Declined to provide number of clients.

Tel: 888-707-0088
Email: sales@servicerocket.com
Internet: servicerocket.com
LMS Demo: N/A
What is the cost of your setup fees? (if you have multiple options, present them. If you have a “range”, then put it down, but state it depends on XYZ factors.

Depending on the number and depth of application add-on integrations, set-up fees range from $5,000 to $20,000.

Setup fees include:

Skin Learndot Enterprise to match design of your website and integration to site navigation, application add-ons (for example, Salesforce, GoToTraining, Stripe, Kryterion, TrueAbility, Marketo, etc.)

How do you define pricing? If the pricing is different for internal vs B2B/B2C, indicate as such.

Learndot has three pricing models. 1) Free eLearning Only for up to 10 active users; 2) Standard and Pro eLearning only plans range from $1 to $2 per active user per month; and 3) Learndot Enterprise is flat rate pricing below $100,000 per year, for all Learndot functionality.

Do you offer a “buy now”, “go now” live option, whereas a customer can buy the system using a credit card and then “technically” go live instantly.

Yes. Plus, customers can sign up for a free plan for up to 10 users.
For an implementation, is this client specific or general functionality? With or without other clients?

Client specific.

What is your uptime of your system? (i.e. “Our uptime is 99.4%)

99.9%

How often do you release new functionality?

Learndot release schedule is monthly.

How often do you update the system? If it is continuous updates, state “continuous”. How often do you do maintenance on your LMS and how far in advance do you notify your customers?

Learndot release schedule is monthly. The maintenance schedule is monthly and customers are notified during the week prior to the maintenance.
How many HRIS/ERP systems can you interface with? What do you find to be the most often requested HRIS/ERP systems, that clients inquire about (regarding interface or connecting)?

Learndot integrates with Salesforce, Marketo, Netsuite, Stripe. Salesforce is their most requested integration. Learndot has not been integrated with HRIS systems, which is not a typical use case for their target market.

Do you charge for integrations/interfaces with HRIS/ERP and other systems not listed? If yes, how do you calculate fees?

Learndot charges fees for integrations. Standard integrations (like Salesforce, Stripe, GoToTraining) are priced at a flat rate, Other integrations are priced on a time & materials basis.

What is on your roadmap for 2016? Please list no more than five items

Integrations with SugarCRM and TrueAbility, the ability to sell training by subscription and with training credits, and a Software Development Kit (SDK).

What type of development process do you use? (Agile, Waterfall, Custom)

Scrum.
What data center (server host) do you use (i.e. host your LMS). Examples: Amazon S3, Rackspace, etc.

Learndot is hosted on Contegix.

Does your data center and/or hosting facility have any certifications (i.e. SAS 70, PCI, ISO 27001, HIPAA)? If yes, please list

SOC 2, SSAE Type 1 and 2, Safe Harbor Compliant, PCI Compliance.

I’m concerned about privacy issues and notice that the hosting site is in the United States. Does your hosting site have servers available in other countries?

Contegix has data centers in the United States and Amsterdam.

How often do you backup the data and what is your recovery process? (Please no more than three sentences – just high level)

Database incremental backup is done hourly. Data recovery process is executed through restoration scripts to retrieve and apply data directly to production.
Learndot LMS

Security

Is the hosting facility SAE16 Type II - SOC1, SOC2 certified?
The hosting facility is SAE16 Type II and SOC2 certified.

Encryption. How will you protect credentials and data transmissions from detection while in transit to your application?
Learndot public services run over encrypted SSL via HTTP. Automated logins implemented by token-based authentication with set expiry policy.

Do you offer Single-Sign on capabilities (trusting an already-issued SAS web credential)?
Learndot offers single sign-on through OKTA and also uses SAML for single sign-on.

Is OAUTH 2.0 used for secure connections?
Yes.
Learndot LMS
Latest Features

Mobile Capabilities?
Responsive, supports HTML5 courses. The LMS is built in HTML5.

Do you offer a coaching/mentoring capability within your system? If yes, how does it work (no more than three sentences)
No.

Gamification?
No.

Social features – What can the learner do or what is included in the social capability of your LMS? Select the top three or four.
Courses designed in Learndot Enterprise can have forums attached so that learners and instructors can create topic threads and have discussions. Forums are limited to learners enrolled in a course.
What are your “content curation” features? Please no more than three sentences.

Learndot does not have content curation tools.

Do you offer deep learning (aka predicative analysis)? If yes, what is it able to do within the system? In other words, what is its capabilities?

Learndot does not offer deep learning functionality.

Do you have xAPI? What about an LRS?

Learndot does have xAPI or LRS at this time.

What are the analytics that system shows to the administrator?

Enrollement and registrations, survey response data, sales data by course, by company, and sales trend data, and Learndot has a GoodData App Integration for deeper more customized analytics.
<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>What do you offer in terms of compliance?</td>
<td>Learndot does not offer compliance functionality.</td>
</tr>
<tr>
<td>Are you planning on adding any “new” compliance features in 2016? If yes, what are they?</td>
<td>No plans to add new compliance features in 2016.</td>
</tr>
<tr>
<td>What do you offer in terms of competencies?</td>
<td>Learndot does not offer competency functionality.</td>
</tr>
<tr>
<td>Do you offer or include any talent management functionality within your LMS? If yes, please list the features. If it is an additional cost (i.e. the talent mgt.), please state as such.</td>
<td>Learndot does not have talent management functionality.</td>
</tr>
</tbody>
</table>
Learndot LMS
Administration Functions

Based on your own data, what administration functions are used the most often? Please present up to four.

1. Scheduling public courses on the website, 2. coupon codes, 3. course content creation 4. customer/order looks ups

Do you provide training to administrators? If yes, is it free or fee based? Is it “live” via a webinar for example, or at a classroom or is it via pre-recorded videos? What is included in the training?

ServiceRocket offers live training (via webinar) free of charge to all customers. The training includes course management and scheduling, managing enrollments, creating custom pages and email templates, ecommerce and pricing, customer/account/order management.

How many reports are included in your LMS? Do you offer ad-hoc?

22 canned reports. Agility to export. GoodData App for Ad Hoc reporting and building dashboards.

Do you have an administrator dashboard? If yes, what is “viewable” on the home page.

Yes, but did not provide specifics. Dashboards can also be created using the GoodData App.
How many people do you have in support? Do you have support agents that speak any other languages besides English? If yes, list the languages. Where are your support agents based (i.e. located)?

10 support agents. Languages are Spanish, French and English. Support agents are based in Palo Alto, CA (US) and Santiago, Chile.

What are the hours for support? Do you offer different types of support (i.e. basic is free, prem is $$$)? What is included in basic vs. premium? Is support only for administrators?

Customers receive email and live chat support during normal business hours Monday through Friday in respective support locations. Learndot Enterprise customers have, in addition, a customer success manager, that can be contacted for support as needed.

Community site portal? If yes, what is included?

Knowledge base, the ability to post public questions, and live chat support.

What is the ratio of support tickets to number of clients?

Approximately 5 to 1.
AdrennaLearn provides a dynamic enterprise learning platform unique in its ability to serve academic and non-academic organizations, including colleges, K-12 schools, corporate training departments, and any other type of organization that provides training.

Additionally, the company is among a very few, if any, LMS providers that offer both a platform and immersive eLearning content solutions.

Ultimately, the company is a strategic global eLearning solutions provider.
AdrennaLearn LMS

Pricing

What is the cost of your setup fees? (If you have multiple options, present them. If you have a “range”, then put it down, but state it depends on XYZ factors.)

Setup costs are in most cases a one time fee. Additional one time fees could be incurred for non-standard course migration, complex integration environments, onsite training, custom themes, additional reports/analytics, etc. In most cases these fees range from as low as $2,000 to as high as $25,000+

Setup fees include:

Setup fees include all the necessary components to get an organization up and running such as LMS provisioning, branding and imagery, url forwarding / domain masking, and in some cases course migration.

How do you define pricing? If the pricing is different for internal vs B2B/B2C, indicate as such.

- 99 cents per student / per year for K-12 schools and school districts
- 99 cents per student / per course for higher education institutions
- $10-19 per user / per year for non-education organizations

Do you offer a “buy now”, “go now” live option, whereas a customer can buy the system using a credit card and then “technically” go live instantly.

“Buy Now” and self provisioning options will be available in 2016.
AdrennaLearn LMS
Implementation, Uptime, Roadmap, Updates

For an implementation, is this client specific or general functionality? With or without other clients?
Implementation is client specific.

What is your uptime of your system? (i.e. “Our uptime is 99.4%)
99.99%

How often do you release new functionality?
New functionality can be launched in a “just in time” manner meaning whenever needed or as desired. Adrenna, did not provide specific time frames.

How often do you update the system? If it is continuous updates, state “continuous”. How often do you do maintenance on your LMS and how far in advance do you notify your customers?
Adrenna did not provide the schedule for maintenance of their system, nor the length of time in advanced for notification. Adrenna says that major/minor releases can be adhoc or scheduled.
AdrennaLearn LMS
Additional Insight

How many HRIS/ERP systems can you interface with? What do you find to be the most often requested HRIS/ERP systems, that clients inquire about (regarding interface or connecting)?

Adrenna can integrate with virtually any other system an organization may use. Adrenna did not provide the “most popular” requests on HRIS/ERP platforms.

Do you charge for integrations/interfaces with HRIS/ERP and other systems not listed? If yes, how do you calculate fees?
Integrations/interfaces with other systems are treated as a “technology exercise.” Sometimes no cost auto connections using links and/or APIs may be available. In other cases a fee based statement of work may be required to be developed and executed against.

What is on your roadmap for 2016? Please list no more than five items.
• Mobile On/Off Synchronization
• Enhanced Gradebook for education organizations “Rapid Grader with TeacherAssist”™
• More cognitive/adaptive learning capabilities with “LearntelliAgent”™
• Self-serve auto provisioning LMS setup (Kiosk pay per use style)

What type of development process do you use? (Agile, Waterfall, Custom)
Agile
What data center (server host) do you use (i.e. host your LMS).

Amazon Web Services EC2

Does your data center and/or hosting facility have any certifications (i.e. SAS 70, PCI, ISO 27001, HIPAA)?

Yes. SAS 70, PCI, ISO 27001 and others.

I’m concerned about privacy issues and notice that the hosting site is in the United States. Does your hosting site have servers available in other countries?

Yes. Adrenna did not provide any details.

How often do you backup the data and what is your recovery process?

Backups are performed hourly or on demand and catalogued for 30 days to six months depending upon stated needs. Recovery procedures simply require identifying which backup to restore.
AdrennaLearn LMS

Security

Is the hosting facility SAE16 Type II - SOC1, SOC2 certified?
- AICPA: AT 801 (formerly SSAE 16)
- AWS SOC 1 (Formerly SSAE 16/ISAE 3402)
- AWS SOC 2
- AWS SOC 3

Encryption. How will you protect credentials and data transmissions from detection while in transit to your application?
AdrennaLearn says they use industry accepted encryption features to protect credentials and data transmissions. Declined to provide any details, citing company policy.

Do you offer Single-Sign on capabilities (trusting an already-issued SAS web credential)?
Yes.

Is OAUTH 2.0 used for secure connections?
Declined to respond, citing company policy.
AdrennaLearn LMS
Latest Features

**Mobile Capabilities?**
Responsive, touch/swipe, supports HTML5 courses

**Do you offer a coaching/mentoring capability within your system?**
Yes.

**Gamification?**
Rewards, Points, Badges

**Social features – What can the learner do or what is included in the social capability of your LMS?**
Unlimited private, open and moderated communities, including discussion boards, blogs, external social media feeds, peer ratings, ePortfolios, and organizational defined service groups.
**AdrennaLearn LMS**

**Latest Features**

**What are your “content curation” features?**
Learner can add video, images, content (via the web, including links), content via file (uploaded) to their profile page or some other page in the LMS. Learner can share any content, including video, audio, etc. with a single learner, multiple learners, shared groups.

**Do you offer deep learning (aka predicative analysis)? If yes, what is it able to do within the system?**
Sort of. Supports curriculum alignment and individual/group learning paths which can utilize smart assessments, goals, and pre-determined learning pathways. Additional development is planned for a release some time in 2016 using cognitive/adaptive learning capabilities with the company’s “LearntelliAgent™”.

**Do you have xAPI? What about an LRS?**
No.

**What are the analytics that system shows to the administrator?**
Reporting and analytics includes the ability to review information as related to user activities, items viewed (time and date stamp), last login, among other items. AdrennaLearn includes system level analytics and role based dashboards.
What do you offer in terms of compliance?

Licensing of different job roles with attendant review tools plus monitoring and reporting to managers, supervisors, head of compliance, audit trail, digital signature, Tracking of On-The-Job, Continuing Professional Development (CPD) and other informati training activities, Document Management System built-in; includes forms, workflow documents/materials, etc., CPD/CEU monitoring.

Are you planning on adding any “new” compliance features in 2016? If yes, what are they?

No.

What do you offer in terms of competencies?

Import skill dictionaries and job definitions and link definitions to competencies. Link to a career development framework and match competencies, skills, job level, and job role to available courses. Track skills/competencies by content (watching videos, reading docs. etc) and courses. Allow managers to assess an employee's existing skills. Mastery learning.

Do you offer or include any talent management functionality within your LMS?

ePortfolio module (included) allows for the individual or group management with relationship to management, skill sets, coaching, for both internal and external users. Support for professional development, employee review documentation, scheduling, and high level management is available within the platform.
Based on your own data, what administration functions are used the most often? Please present up to four.

Viewing and running reports, group management, certificate generation/issuance, and adding approved courses to catalog(s) often for e-commerce purposes.

Do you provide training to administrators? If yes, is it free or fee based? Is it “live” via a webinar for example, or at a classroom or is it via pre-recorded videos? What is included in the training?

Admin training is included (virtual) in a train the trainer like approach. For additional fee, onsite and/or user training is available.

How many reports are included in your LMS? Do you offer ad-hoc?

Each deployment consists of a varying number of organizational specific off-the-shelf reports. Yes, on ad-hoc.

Do you have an administrator dashboard? If yes, what is “viewable” on the home page.

Yes, provides an admin dashboard with configurable items such as activity, announcement, assignment, blog, bookmark, boxes, calendar, cart, certify, comment, communicate, communities, conference, courses, discussions, gradebook, images, news, groups, polls, portfolios, tabs, sms, user management, user points, videos, and wikis.
How many people do you have in support? Do you have support agents that speak any other languages besides English? If yes, list the languages. Where are your support agents based (i.e. located)?

25 support agents. Some of the team members speak Spanish and French, beyond English. Support agents are based in North America, Europe, and Australia.

What are the hours for support? Do you offer different types of support (i.e. basic is free, prem is $$$)? What is included in basic vs. premium? Is support only for administrators?

Concierge (term used by Adrenna for their support agents) support includes access to online support portal and phone from 8 a.m. to 8 p.m. eastern time (United States), premium includes 24/7 support options. Support is for named administrators only. There is support to learners for an additional cost.

Community site portal? If yes, what is included?

Support ticketing system, knowledge base, forum/discussion board, customer community, ability to access videos and info for administrators.

What is the ratio of support tickets to number of clients?

Declined to provide answer, citing company policy.
FUSE UNIVERSAL LTD.

There are three reasons why our customers buy Fuse:

1. They believe that our vision of where learning technology should be is in line with our product today and more importantly that our future direction is the direction that learning technology should go, which is away from the traditional LMS and towards a modern learning system where the focus is user experience rather than the experience of a learning administrator.

2. Because Fuse understands how to build bite size content in an engaging low cost way, our customers are able to do far more with less which leads onto the 3rd key point.

3. The experience of our team is invaluable to our customers and partners as we guide them into the new world of learning through onboarding workshops & day to day support and care. We recognize that technology alone will not get our customers where they want to be and that they need a partner to support them in the journey.

**E-Learning 24/7 Comment:** Proving that the LMS world is not “one size fits all”, rather a continued expansion of various genres and sub-genres, this VLP (Video Learning Platform) takes the VLP approach and hits hyper drive. Oh, and it provides strong analytics to boot.
Fuse LMS

Pricing

What is the cost of your setup fees? (if you have multiple options, present them. If you have a “range”, then put it down, but state it depends on XYZ factors.)

£25,000 is the minimum entry fee. The fees are SaaS based and flexible to the size and average salary of an organization, with a range of between £10 and £60 a seat with retail being at the low end and professional consulting services being at the high end.

Setup fees include:

• Requirements Workshop
• Fuse Platform set up and configuration
• Branding of the platform (personalization of the platform – low fee from £3,000 to top end fee of £30,000)
• Onboarding (Administration training, Community Management workshop, Storytelling video design workshop – additional cost)

How do you define pricing? If the pricing is different for internal vs B2B/B2C, indicate as such.

Pricing is defined on a ‘per seat’ principle. For the B2C market there is a fixed fee plus the hosting cost.

Do you offer a “buy now”, “go now” live option, whereas a customer can buy the system using a credit card and then “technically” go live instantly.

Yes and No. No on a client level (by organization, for example). Yes at the individual learner level. Within Fuse course libraries and community types can be ‘bought now’ by their learners.
For an implementation, is this client specific or general functionality? With or without other clients?
Client specific.

What is your uptime of your system?
99.99%.

How often do you release new functionality?
New functionalities are released based on customer needs.

How often do you update the system? If it is continuous updates, state “continuous”. How often do you do maintenance on your LMS and how far in advance do you notify your customers?
Continuous. Deployment to production happens during weekends. Customers are notified as soon as possible before the deployment of the new features and amends.
How many HRIS/ERP systems can you interface with? What do you find to be the most often requested HRIS/ERP systems, that clients inquire about (regarding interface or connecting)?

Fuse provides a range of APIs that allow customers to integrate other systems with Fuse. There is no limit on the number of possible integrations. Common requests include SuccessFactors, Cornerstone, Workday, bespoke (custom) systems.

Do you charge for integrations/interfaces with HRIS/ERP and other systems not listed? If yes, how do you calculate fees?

Fuse have APIs out of the box and there is normally between two and five days of work on the client side to modify their APIs to connect with Fuse. Typically there is minimal work on Fuse side to integrate and Fuse provides the client with full documentation and support if needed.

What is on your roadmap for 2016? Please list no more than five items.
1. One to One instant performance management feature; 2. Four Dimensional analytics & reporting; 3. Deep learning- Auto tagging, auto transcription & translation; 4. Increased personalization of pages based on role, program interest, language, division etc.

What type of development process do you use? (Agile, Waterfall, Custom)

Agile.
Fuse LMS

Data Centers

What data center (server host) do you use (i.e. host your LMS). Examples: Amazon S3, Rackspace, etc.

Fuse is provided as a cloud based service via Amazon AWS. By default, Fuse is hosted within the EU west region but can be provisioned in any AWS region globally.

Does your data center and/or hosting facility have any certifications (i.e. SAS 70, PCI, ISO 27001, HIPAA)? If yes, please list.

ISO27001

I’m concerned about privacy issues and notice that the hosting site is in the United States. Does your hosting site have servers available in other countries?

Fuse can be hosted in any AWS region globally. All content and data will then be kept within that region in compliance to data protection laws.

How often do you backup the data and what is your recovery process?

The Fuse SLA provides a Restore Point Objective (RPO) of two hours and a Recovery Time Objective (RTO) of 4 hours.
Fuse LMS

Security

- **S** Is the hosting facility SAE16 Type II - SOC1, SOC2 certified?
  - No

- **A** Encryption. How will you protect credentials and data transmissions from detection while in transit to your application?
  - Yes, all communications are via HTTPS.

- **F** Do you offer Single-Sign on capabilities (trusting an already-issued SAS web credential)?
  - Yes.

- **E** Is OAUTH 2.0 used for secure connections?
  - Yes. Fuse supports OAUTH 2.0 as well as SAML.
Mobile Capabilities?
Responsive, native apps for iOS and Android, touch capability, supports HTML5 courses

Do you offer a coaching/mentoring capability within your system? If yes, how does it work (no more than three sentences)
Yes. Ask functionality, as well as the ‘One to One’ performance management feature, Manager/Report functionality and the ability to comment on any piece of content allows learners to have continuous conversations that are trackable and stored. These conversations can be private or public based on the type of community and the type of feature allowing learners and mentors to comment instantly.

Gamification? If yes, indentify the feature sets.
Leaderboard, points. Working on a gamification capability coming in latter 2016, whereas a reward mechanism will be integrated into the system by sharing, contributing and creating knowledge; users obtain badges on completion of learning plans. These will then be visible in LinkedIn profiles thanks to an API integration.

Social features – What can the learner do or what is included in the social capability of your LMS? Select the top three or four.
The social part of Fuse embraces the ability to have two way interactions on any piece of content in the platform. Core features such as Ask, Post, Upload and Record allow users to have continuous conversations that can be liked, shared and followed.
Fuse LMS
Latest Features

What are your “content curation” features?

Fuse Topics, Learning Plans and Communities allow users to structure any type of content. Content can be further put in libraries and personalized learning plans. Any piece of content can be edited individually, such as renaming, tagging and updated and with ‘Fuse Record’ functionality, videos can be trimmed and edited.

Do you offer deep learning (aka predicative analysis)? If yes, what is it able to do within the system? In other words, what is its capabilities?

Yes, using auto-tag, the platform can suggest relevant content to the user. This functionality is further enhanced with assessment results and topics a user has viewed, which Fuse also used to suggest similar and appropriate content.

Do you have xAPI? What about an LRS?

No on xAPI and LRS.

What are the analytics that system shows to the administrator? Screens are on the next page.

1st dimension of analytics embraces data such as tracking course completion
2nd dimension of analytics is dedicated to learning engagement observing whether users are still engaged over time with a particular community or learning journey.
3rd dimension of analytics compares behaviour of employees to the organizations definition of what ‘good’ looks like.
4th dimension of analytics offers managers visibility of coaching interactions allowing them to measure impact on performance
5th dimension of analytics represents mapping of learning engagement over time.
Fuse LMS Analytics

Screenshots

Analytics

Community overview

Usage
Fuse LMS
Compliance, Competencies, Talent

What do you offer in terms of compliance?
Fuse can be used to deliver and track compliance training whether that be SCORM courses, a series of content followed by an in-built formal assessment or digital signature to prove users have read and understood policies. Fuse can also create engaging videos to deliver compliance training in a bite sized format.

Are you planning on adding any “new” compliance features in 2016?
Enhanced audience management, automatic notification refreshes, refresh for certification. Also integration into third party compliance content libraries Accredited Skills.

What do you offer in terms of competencies?
Fuse offers functionality where competencies can be matched to learning. 360’s, diagnostics & observational assessment can be used to identify gaps in competencies and allow formal, social and on the job learning to close the competency gap.

Do you offer or include any talent management functionality within your LMS? If yes, please list the features. If it is an additional cost (i.e. the talent mgt.), please state as such.
• 360 assessment and its mapping functionality
• Instant performance management
• Matching skills to user roles (available in Q3 2016)
Fuse LMS
Administration Functions

Based on your own data, what administration functions are used the most often? Please present up to four.

Fuse administration activities include the following: managing users, running the reports on the five types of available assessments (Informal/Practice questions, Comprehensive questions, Formal questions, 360 assessments, and Survey questions) such as community management and content allocation.

Do you provide training to administrators? If yes, is it free or fee based? Is it “live” via a webinar for example, or at a classroom or is it via pre-recorded videos? What is included in the training? (Please no more than three sentences)

The training delivered is a customized blended learning program based on a client’s usage style. Included in setup fee. Fuse did not disclose what is included in the training and whether it is just for administrators or admins and learners, etc.

How many reports are included in your LMS? Do you offer ad-hoc?

18 canned reports. Yes, on ad-hoc.

Do you have an administrator dashboard? If yes, what is “viewable” on the home page.

Yes, the administrator dashboard is available in the sidebar menu, containing: Manage users, Import users, Featured content, New community, Edit Learning plans, Edit side menu, Widgets center, Reporting, Courses, Usage stats, Profile custom options, Community mapping, Custom login page, Landing communities, Copy topics, Fuse emails, Gamification, 360 Assessments, Anonymous mode, Event logging.
How many people do you have in support? Do you have support agents that speak any other languages besides English? If yes, list the languages. Where are your support agents based (i.e. located)?

Three support agents. Four Customer success managers. Languages offered are French, German, Italian, Polish, Hindi and English. Fuse did not disclose their support location.

What are the hours for support? Do you offer different types of support (i.e. basic is free, prem is $$$)? What is included in basic vs. premium? Is support only for administrators?

Fuse offers 9am to 5.30 pm (GMT), available via email, phone, the Fuse platform and a 24 hour ticket desk. 24/7 support is offered at an extra cost and is scoped based on the size and required languages.

Community site portal? If yes, what is included?
Fuse is built on a community architecture. All content must reside within communities. Widgets are used to design the home page and every community has over 100 options to configure it. Features include user generated content (record video from app and screencast from desktop), creation of articles, questions etc. and conversations and content are connected together. Community and site notifications happen both on the app and desktop.

What is the ratio of support tickets to number of clients?
12:1 (6 months scale)
ELEARNINGFORCE products bring effective learning management to SharePoint and Office 365. SharePoint LMS and LMS365 blend seamlessly with any established SharePoint infrastructure, eliminating complex integration, time-consuming development, and unwanted complexity. Learners intuitively access learning plans, courses, personal progress reports, certificates, and more - from anywhere within the daily SharePoint business process.

ELEARNINGFORCE International started in 2003 and has now 3+ million users in more than 40 countries worldwide. ELEARNINGFORCE is a Microsoft Strategic and Gold Partner.

Verticals (no more than 4)
- Manufacturing
- Technology
- Retail
- Public Sector

Corporate Information
ELEARNINGFORCE International
Europaplads 16,4
8000 Aarhus C, Denmark
Number of Clients: 350

Tel: +45 7027 9191
Email: info@elearningforce.com
Internet: www.elearningforce.com
LMS Demo: N/A
What is the cost of your setup fees?

On-premises/hybrid LMS: LMS is installed on their own server. There is no setup cost if the customer decides to install the LMS on their own. ELEARNINGFORCE recommends that on-premise clients, hire an internal SharePoint expert to do the install. If they need assistance from ELEARNINGFORCE, it will be an additional fee. If the system is hosted in the “cloud” there is no setup cost.

Fasttrack (optional): They recommend a fasttrack to get started quickly with on-premises LMS: Cost $6,000

Setup fees include:

Fasttrack include: Software installation, Initial software configuration, Sample content / courses, training of super users and LMS administrators.

How do you define pricing? If the pricing is different for internal vs B2B/B2C, indicate as such.

Pricing is defined by number of users. There are special discounts for educational institutions.

Do you offer a “buy now”, “go now” live option, whereas a customer can buy the system using a credit card and then “technically” go live instantly.

Yes, with a maximum of 300 learners. They can buy through the webshop and go live instantly when they have downloaded the apps (via Microsoft).
For an implementation, is this client specific or general functionality? With or without other clients?

Client specific.

What is your uptime of your system? (i.e. “Our uptime is 99.4%)

The uptime depends on the solution the customer buys. If they buy on-premises the uptime depends on their own SharePoint infrastructure. For the cloud solution, uptime is dependent on Microsoft Windows Azure uptime. ELEARNINGFORCE did not provide a specific percentile for the system in the cloud.

How often do you release new functionality?

For the on-premises solution there is a release once every quarter.
For the cloud solution there are monthly releases.

How often do you update the system? If it is continuous updates, state “continuous”. How often do you do maintenance on your LMS and how far in advance do you notify your customers?

On-premises solution: Updates are sent when new updates are available. The customer will schedule themselves or together with SharePoint/ELEARNINGFORCE partner when the update their system.

Cloud solution: Apps are updated monthly and this doesn’t require any down time. Notification is sent a couple of days before. Product Updates - requiring down time, the first ‘scheduled update’ notification is sent out two weeks ahead of time.
How many HRIS/ERP systems can you interface with? What do you find to be the most often requested HRIS/ERP systems, that clients inquire about (regarding interface or connecting)?

API makes it possible to interface their on-premise solution to any HRIS/ERP system.

Do you charge for integrations/interfaces with HRIS/ERP and other systems not listed? If yes, how do you calculate fees?

If the client needs assistance with creation the connection to their HRIS/ERP there is a fee for the professional services hours required to complete the integration.

What is on your roadmap for 2016? Please list no more than five items.
Upgrade to SharePoint 2016
Gamification features
SCORM player features
xAPI

What type of development process do you use? (Agile, Waterfall, Custom)
Agile – SCRUM.
Data Centers

What data center (server host) do you use (i.e. host your LMS). Examples: Amazon S3, Rackspace, etc.
SharePoint 2013 and soon SharePoint 2016
Office 365 and Windows Azure

Does your data center and/or hosting facility have any certifications (i.e. SAS 70, PCI, ISO 27001, HIPAA)? If yes, please list.
Yes, as per Microsoft Azure Data centers.

I’m concerned about privacy issues and notice that the hosting site is in the United States. Does your hosting site have servers available in other countries?
On-premise runs on the client’s own server and therefore they will have full control on privacy. The cloud solution is hosted on Microsoft Servers. The system is being rolled out into various countries, allowing customers to choose freely between datacenters.

How often do you backup the data and what is your recovery process?
Client’s own server and they control the backup. For cloud solution- depends on Microsoft and Office 365 backup. ELEARNINGFORCE did not provide any specifics in terms of how often data is backed up (for SaaS), nor recovery process for SaaS.
SharePoint LMS / LMS365

Security

Is the hosting facility SAE16 Type II - SOC1, SOC2 certified?
Yes. Please refer to https://azure.microsoft.com/en-in/support/trust-center/compliance/soc-1/

Encryption. How will you protect credentials and data transmissions from detection while in transit to your application?
Please refer to Azure: https://azure.microsoft.com/en-us/support/trust-center/security/

Do you offer Single-Sign on capabilities (trusting an already-issued SAS web credential)?
Single sign on is available from the client’s existing SharePoint system and from Office 365. For the cloud solution, please refer to Azure Active Directory.

Is OAUTH 2.0 used for secure connections?
Mobile Capabilities?

The responsiveness depends on SharePoint and Office 365. There are native apps for iOS, Android and Windows phones.

Do you offer a coaching/mentoring capability within your system? If yes, how does it work (no more than three sentences)

ELEARNINGFORCE does not support this functionality.

Gamification? If yes, identify the feature sets.

There is a leader board that shows the best performing employees and what their status is within the company. The leader board can be configured to show the data the company wants (top 3, top 5, CEUs, points etc.)

Social features – What can the learner do or what is included in the social capability of your LMS? Select the top three or four.

The social includes gamification, social communities and live webinars/discussion forums.
What are your “content curation” features? Please no more than three sentences. You can also do bullet points. Focus on the “best” capabilities.

ELEARNINGFORCE does not support this functionality.

Do you offer deep learning (aka predicative analysis)? If yes, what is it able to do within the system? In other words, what is its capabilities?

Using the competencies and certification module features, jobs and job roles can be created and assigned to people. Based on this, employees gain competencies to comply with the job requirements and the system can suggest courses that will provide the required competencies – through curriculums.

Do you have xAPI? What about an LRS?

xAPI is coming in 2016. No plans at this time for an LRS.

What are the analytics that system shows to the administrator?

There is a reporting system from where the admin can pull reports based on the criteria they wants.

Screenshots are attached.
What do you offer in terms of compliance?

There is a SOP/Compliance Add-on for SharePoint LMS and LMS365. This includes a complete DMS and publishing mechanism that will automatically convert learning materials and push them to the designated audience for “read and understood” confirmation. Tailored for finance, life science etc.

Are you planning on adding any “new” compliance features in 2016? If yes, what are they?

Not at this present time.

What do you offer in terms of competencies?

On-premise: The HR portal offers a complete competency tracking system, linked to training. This maps to the user profile. A competency gap analysis can be used by the system to suggest a training plan to close the gaps.

Do you offer or include any talent management functionality within your LMS? If yes, please list the features. If it is an additional cost (i.e. the talent mgt.), please state as such.

Curriculums allow managers to set career paths for employees – only for on-premises solution.
SharePoint LMS / LMS365
Administration Functions

Based on your own data, what administration functions are used the most often? Please present up to four

Creating courses, viewing and running reports, create content, adding learners to courses, or learning plans

Do you provide training to administrators? If yes, is it free or fee based? Is it “live” via a webinar for example, or at a classroom or is it via pre-recorded videos? What is included in the training? (Please no more than three sentences)

Yes, administrator training is offered for a fee. Both live online webinars and onsite training are available depending on the client’s requirements (additional fee).

How many reports are included in your LMS? Do you offer ad-hoc?

21 canned reports. No on ad-hoc.

Do you have an administrator dashboard? If yes, what is “viewable” on the home page.

Not at this present time. The system though has a learner and manager dashboard, respectively.
How many people do you have in support? Do you have support agents that speak any other languages besides English? If yes, list the languages. Where are your support agents based (i.e. located)?

There are local partners who support clients in their country. In the US, the strategic partner is Immersion Technology Services who supports clients in North America. Immersion Tech has a support team in Minsk, Belarus.

What are the hours for support? Do you offer different types of support (i.e. basic is free, prem is $$$)? What is included in basic vs. premium? Is support only for administrators?

As part of the license, the basic technical support (Advanced can be purchased) through an online ticket system. Clients can buy a bank of time with the professional services team for training, consultancy, installation, customization and configuration. Partners also offer this kind of support locally. Support is primarily for administrators.

Community site portal? If yes, what is included?

There is a knowledge base and a help portal for administrators. Furthermore, there is a Yammer group for the customer community (all users). Access to videos are available from the ELEARNINGFORCE YouTube channel.

What is the ratio of support tickets to number of clients?

N/A.
Administrate is an affordable, online training management solution that saves time and money. Training departments and training companies use our platform to increase course bookings, manage their operations, and deliver exceptional eLearning. Organizations of all sizes, from Fortune 500 companies to smaller ‘one man bands’ use Administrate around the world. You should buy Administrate because it’s a full training management system, not just an LMS - meaning it’s aimed at making the lives of training administrators easier, more productive and successful.

**Verticals (no more than 4)**

- eLearning
- Training
- Technology

**Corporate Information**

**Administrate**
Number of Clients 270+

Tel: +44 131 460 7350 (UK)
    +1 (306) 322 3312 (USA)
Email: info@getadministrate.com
Internet: [www.getadministrate.com](http://www.getadministrate.com)
LMS Demo: [https://administrate.youcanbook.me](https://administrate.youcanbook.me)
Administrate LMS

Pricing

What is the cost of your setup fees? (If you have multiple options, present them. If you have a “range”, then put it down, but state it depends on XYZ factors.)

No setup fees on Basic & Plus packages, Enterprise setup fees are custom quoted.

Setup fees include:

Dedicated implementation assistance prior to go live. The implementation team is committed to walking customers through the set up process to ensure all requirements are met.

How do you define pricing? If the pricing is different for internal vs B2B/B2C, indicate as such.

In addition to the plans, there is a charge a per user and per student fee.

Do you offer a “buy now”, “go now” live option, whereas a customer can buy the system using a credit card and then “technically” go live instantly.

Yes.
For an implementation, is this client specific or general functionality? With or without other clients?

There is a standard implementation template which is tailored to client specifics.

What is your uptime of your system? (i.e. “Our uptime is 99.4%)

100% (as at 23rd Dec 2015).

How often do you release new functionality?

Weekly releases that introduce fixes or new functionality.

How often do you update the system? If it is continuous updates, state “continuous”. How often do you do maintenance on your LMS and how far in advance do you notify your customers?

Release updates are sent to customers via email on a weekly basis outlining everything that has been included in each release. Administrate did not provide information on how far in advance administrators are notified for maintenance.
How many HRIS/ERP systems can you interface with? What do you find to be the most often requested HRIS/ERP systems, that clients inquire about (regarding interface or connecting)?

Out of the box integration with Salesforce. Customers have used the API to integrate with Peoplesoft, Microsoft Dynamics and Sage.

Do you charge for integrations/interfaces with HRIS/ERP and other systems not listed? If yes, how do you calculate fees?

Out-of-the-box integrations are included, custom integrations using the API can be built at client expense.

What is on your roadmap for 2016? Please list no more than five items.

Student Portal enhancements
Xero integration
Salesforce integration enhancements

What type of development process do you use? (Agile, Waterfall, Custom)

Agile.
What data center (server host) do you use (i.e. host your LMS). Examples: Amazon S3, Rackspace, etc.

Amazon AWS, Rackspace, Linode.

Does your data center and/or hosting facility have any certifications (i.e. SAS 70, PCI, ISO 27001, HIPAA)? If yes, please list.

SSAE16, ISO 27001, ISO 27002, PCI Security Standards, Safe Harbor Certified, HIPAA Compliant (have signed a Business Associates Agreement with Administrate).

I'm concerned about privacy issues and notice that the hosting site is in the United States. Does your hosting site have servers available in other countries?

Regional hosting options are available in North America and Europe.

How often do you backup the data and what is your recovery process? (Please no more than three sentences – just high level)

All critical systems are backed up nightly (and tested weekly) in addition to the mirror system. Administrate operates a fully redundant ‘hot spare’ infrastructure with a separate provider.
<table>
<thead>
<tr>
<th><strong>S</strong></th>
<th>Is the hosting facility SAE16 Type II - SOC1, SOC2 certified?</th>
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<tbody>
<tr>
<td></td>
<td>Yes.</td>
</tr>
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<tr>
<th><strong>A</strong></th>
<th>Encryption. How will you protect credentials and data transmissions from detection while in transit to your application?</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>All communications to and from the application are encrypted via SSL.</td>
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<tr>
<th><strong>F</strong></th>
<th>Do you offer Single-Sign on capabilities (trusting an already-issued SAS web credential)?</th>
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<tr>
<td></td>
<td>Yes. OpenID Connect.</td>
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<tr>
<th><strong>E</strong></th>
<th>Is OAUTH 2.0 used for secure connections?</th>
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<td></td>
<td>Yes.</td>
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</table>
Administrate LMS

Latest Features

Mobile Capabilities?
Responsive

Do you offer a coaching/mentoring capability within your system? If yes, how does it work (no more than three sentences)
Part of Student Portal in 2016.

Gamification?
Part of Student Portal in 2016.

Social features – What can the learner do or what is included in the social capability of your LMS?
Part of Student Portal in 2016.
What are your “content curation” features? Please no more than three sentences. You can also do bullet points. Focus on the “best” capabilities.

Clients curate their own content.

Do you offer deep learning (aka predicative analysis)? If yes, what is it able to do within the system? In other words, what is its capabilities?

No, not at this time.

Do you have xAPI? What about an LRS?

Plan to implement in 2016.

What are the analytics that system shows to the administrator?

Screenshots provided.
Administrate LMS
Compliance, Competencies, Talent

What do you offer in terms of compliance?
Licensing of different job roles with attendant review tools plus monitoring and reporting to managers, supervisors, head of compliance, Tracking of On-The-Job, Continuing Professional Development (CPD) and other informal training activities, Auditble compliance reports, Reporting on KPIs in a manner that regulatory bodies require. Administrate offers several more features.

Are you planning on adding any “new” compliance features in 2016?
No.

What do you offer in terms of competencies?
Track skills/competencies by course(s), content. Allow managers to assess an employee’s existing skills. Mastery learning. Allow learners to self-assess their existing skills.

Do you offer or include any talent management functionality within your LMS? If yes, please list the features. If it is an additional cost (i.e. the talent mgt.), please state as such.
Skill gap analysis, leadership development, career mapping
Based on your own data, what administration functions are used the most often? Please present up to four.

Classroom administration, workflow management, reporting (custom & stock), automated communications

Do you provide training to administrators? If yes, is it free or fee based? Is it “live” via a webinar for example, or at a classroom or is it via pre-recorded videos? What is included in the training? (Please no more than three sentences)

Yes - standard onboarding training free, free access to Administrate University and supplementary online documentation. There is an additional charge for customer remote and onsite training after go live.

How many reports are included in your LMS? Do you offer ad-hoc?

Can report on absolutely anything within Administrate. Did not provide or identify if they offer canned reports. Yes, on ad-hoc.

Do you have an administrator dashboard? If yes, what is “viewable” on the home page.

Yes, it can be customised and is supplemented by the reports engine. Did not provide specifics.
How many people do you have in support? Do you have support agents that speak any other languages besides English? If yes, list the languages. Where are your support agents based (i.e. located)?

Did not provide the number of support agents. Support based in UK and North America – SLAs. Did not state whether they offer support in any other language besides English.

What are the hours for support? Do you offer different types of support (i.e. basic is free, prem is $$)? What is included in basic vs. premium? Is support only for administrators?

7am – 7pm (GMT). Did not provide specifics.

Community site portal? If yes, what is included?

No.

What is the ratio of support tickets to number of clients?

Roughly 1:1
# Report Course Occupancy

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<tr>
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<th># Booked Students</th>
<th>Course Capacity</th>
<th>Occupancy %</th>
</tr>
</thead>
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<td>Totals</td>
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<td>332</td>
<td>41.87</td>
</tr>
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<td>27</td>
<td>30</td>
<td>90.00</td>
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<tr>
<td>February 2014 (3 results)</td>
<td>17</td>
<td>39</td>
<td>43.59</td>
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<tr>
<td>March 2014 (2 results)</td>
<td>19</td>
<td>45</td>
<td>42.22</td>
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<td>April 2014 (3 results)</td>
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<td>52.63</td>
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<td>May 2014 (1 results)</td>
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<td>June 2014 (4 results)</td>
<td>24</td>
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<tr>
<td>July 2014 (2 results)</td>
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<td>43.75</td>
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<tr>
<td>August 2014 (4 results)</td>
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<tr>
<td>September 2014 (2 results)</td>
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<td>16</td>
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<tr>
<td>October 2014 (2 results)</td>
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<tr>
<td>November 2014 (1 results)</td>
<td>3</td>
<td>18</td>
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<tr>
<td>December 2014 (3 results)</td>
<td>2</td>
<td>12</td>
<td>16.67</td>
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<tr>
<td>Start Date</td>
<td>Course Title</td>
<td>Trainer Name</td>
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<tr>
<td>January 2014 (3 results)</td>
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<tr>
<td>13/01/2014</td>
<td>First Aid at Work</td>
<td>Geraldine Keenan</td>
<td>Newcastle</td>
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<td>Rik Pipe</td>
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<td>20/01/2014</td>
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<td>Hamish Paterson</td>
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<td>February 2014 (3 results)</td>
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<td>10/02/2014</td>
<td>First Aid at Work</td>
<td>Finn Larson</td>
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NEO LMS

NEO is a simple, powerful LMS for schools and universities that makes it easy to deliver online education. NEO is used by over 20,000 organizations around the world (support 40+ languages), has over one million users, and adds about 15,000 new users a week. NEO provides the range of functionality you’d expect in a modern LMS, such as support for classes (instructor led, blended, and self-paced), gamification, rules engine, content authoring, learning paths, curricula and proficiencies, collaboration tools, and more.

E-Learning 24/7 Comment: What do you do when you have two LMSs (MATRIX and NEO) by the same vendor, that while they have similar functionality in many areas, but still several differentials?

You include both in the Top 50. Why? Because they deliver strong results and offer an option for consumers who are seeking something slightly different then the norm.

I liked NEO last year and once again they deserve their place in the top 50.
Pricing

What is the cost of your setup fees? (if you have multiple options, present them. If you have a “range”, then put it down, but state it depends on XYZ factors.

Neo does not charge setup fees or cancellation fees. There are no hidden costs such as extra charges for technical support, bandwidth, or storage.

Setup fees include:

Does not charge setup fees.

How do you define pricing? If the pricing is different for internal vs B2B/B2C, indicate as such.

NEO provides a free plan as well as premium plans for users based on the total number of student accounts.

Do you offer a “buy now”, “go now” live option, whereas a customer can buy the system using a credit card and then “technically” go live instantly.

Yes.
For an implementation, is this client specific or general functionality? With or without other clients?

System includes a very large number of features that can be enabled or disabled by individual clients.

What is your uptime of your system? (i.e. “Our uptime is 99.4%)

99.9%.

How often do you release new functionality?

 Releases new features and functionalities for the system every week

How often do you update the system? If it is continuous updates, state “continuous”. How often do you do maintenance on your LMS and how far in advance do you notify your customers?

System updates constantly with new features and various improvements. Performs occasional maintenance where the system is offline for a short amount of time which is announced in advance via their support forum.
How many HRIS/ERP systems can you interface with? What do you find to be the most often requested HRIS/ERP systems, that clients inquire about (regarding interface or connecting)?

Provides several ways to integrate with an HRIS/ERP system. Their technical staff will provide assistance and recommendations for integrating with particular systems. NEO did not identify the most “requested” systems.

Do you charge for integrations/interfaces with HRIS/ERP and other systems not listed? If yes, how do you calculate fees?

Does not charge for the use of Zapier, web hooks, and API features. Custom integration can be done on a consulting basis.

What is on your roadmap for 2016? Please list no more than five items.

xAPI support, Ad-hoc reporting, Office 365 integration, Peer assessment, and more than fifty other features TBD.

What type of development process do you use? (Agile, Waterfall, Custom)

Agile
Data Centers

**What data center (server host) do you use (i.e. host your LMS). Examples: Amazon S3, Rackspace, etc.**

Amazon cloud

**Does your data center and/or hosting facility have any certifications (i.e. SAS 70, PCI, ISO 27001, HIPAA)? If yes, please list.**

PCI, HIPAA

I’m concerned about privacy issues and notice that the hosting site is in the United States. Does your hosting site have servers available in other countries?

Planning to launch NEO in Europe in 2016. It is likely to be hosted in the Amazon cloud in Frankfurt.

How often do you backup the data and what is your recovery process? (Please no more than three sentences – just high level)

NEO performs automatic daily backups for disaster recovery, and these backups are stored in multiple locations for extra redundancy.
Is the hosting facility SAE16 Type II - SOC1, SOC2 certified?
Yes

Encryption. How will you protect credentials and data transmissions from detection while in transit to your application?
NEO encrypts the passwords. They did not provide any other specifics on the type of encryption.

Do you offer Single-Sign on capabilities (trusting an already-issued SAS web credential)?
Yes. SSO via Google apps, LDAP, Clever, or a custom integration. In the coming year, NEO will offer SSO via Office 365 and Facebook.

Is OAUTH 2.0 used for secure connections?
Yes.
NEO LMS
Latest Features

Mobile Capabilities?
Responsive, Native apps for iOS and Android, Supports HTML5 courses, touch capability

What are your top three features for the student portal?
Graphical dashboards for students, collaboration tools (chat, forums, blogs, groups), resources library, gamification

Gamification?
Site-wide and class games with leaderboards with top players, progress through levels, the ability to gain badges and points by completing certain tasks.

Social features – What can the learner do or what is included in the social capability of your LMS? Select the top three or four.
News feeds, chat rooms, forums, and connecting with users as friends and much more.
NEO LMS
Latest Features

What are your “content curation” features?
NEO does not offer this functionality at this time.

Do you offer rubrics and a plagiarism detection?
Yes, with rubrics. They have an integration with TurnItIn for plagiarism detection.

Do you have xAPI? What about an LRS?
Not at the present time. Projecting xAPI in Q1 2016. No plans at this point for an LRS.

What are the analytics that system shows to the administrator?
Administrators can see various site statistics, reports for proficiency coverage, missing work, student activity, course status, completion status and resource usage.
Do you have a teacher resource or exchange, whereas teachers from other schools can share best practices, etc.?

Yes. Teachers can upload and share different types of resources such as files, google docs, certificates, rubrics, question banks, LTI tools. These resources can also be shared at a school or district level.

How would you rate the ability for teachers to use your system? In other words, if a teacher was using the system for the first time, would they be able to immediately use the platform?

The system is very easy to use and intuitive. Teachers have told NEO how much they love the system, especially the analytics part. If any teacher needs any help, NEO has a Help center with topics related to all the features that teachers use, a getting started guide for teachers, and how to videos.

What are the top features for your parent portal?

Graphical dashboards for parents, the ability to see their children’s progress through the classes, and the ability to contact administrators.

What are the top three features that teachers are able to do in the system?

Create classes with gamification and rules, create learning paths, track students progress based on their proficiencies.
NEO LMS
Administration Functions

**Based on your own data, what administration functions are used the most often? Please present up to four.**

Enrolling users, adding resources, creating classes, configuring different integrations

**Do you provide training to administrators? If yes, is it free or fee based? Is it “live” via a webinar for example, or at a classroom or is it via pre-recorded videos? What is included in the training?**

NEO can offer live trained or web based training to administrators if needed at an additional price. They also have guides, how to videos, online help, and a support forum dedicated to administrators and other users.

**How many reports are included in your LMS? Do you offer ad-hoc?**

6 canned reports. No on ad-hoc, however it is on their roadmap for 2016.

**Do you have an administrator dashboard? If yes, what is “viewable” on the home page.**

Administrators have graphical dashboards where they can see an overview of the most important site information related to classes, users, enrollments, current plan, resources and more.
How many people do you have in support? Do you have support agents that speak any other languages besides English? If yes, list the languages. Where are your support agents based (i.e. located)?

Four support agents. English only. Support based in the United States. NEO has automatic bi-directional translation of support messages to ensure an easy communication with clients.

What are the hours for support? Do you offer different types of support (i.e. basic is free, prem is $$$)? What is included in basic vs. premium? Is support only for administrators?

24/5 full support and support for critical issues over the weekend. Provides support primarily via forums and email. Will move to 24/7 support by the end of 2016.

Community site portal? If yes, what is included?

They have a help center with searchable online help with topics for administrators, teachers, and students. The support forum is where users can see their answered questions, a product news forum where NEO announces new features, a suggestion forum where users can add their suggestions for future features and improvements.

What is the ratio of support tickets to number of clients?

On a given day, less than 0.1% from their clients.
Designed with agility in mind, the Agylia Learning Management System (LMS) offers all the benefits of the very latest technology in a proven solution to help you reach your goals – now and in the future.

Agylia is a modern, highly secure and fully scalable, mobile-ready LMS that fully supports the latest Experience API (Tin Can) standard. With Agylia you can schedule, target and deliver many different types of training, reference and support materials, providing them to all learners, whether they are in the office, travelling or working remotely.

**Verticals (no more than 4)**

- Telecommunications
- Finance
- Technology
- Retail

**Corporate Information**

**Headquarters**: United Kingdom  
**Number of Clients**: 60+

Tel: +44 (0)1454 269222  
Email: info@agylia.com  
Internet: [www.agylia.com](http://www.agylia.com)  
LMS Demo: [www.agylia.com](http://www.agylia.com)
What is the cost of your setup fees? (if you have multiple options, present them. If you have a “range”, then put it down, but state it depends on XYZ factors.

Requirements gathering and documentation, branding, configuration (e.g. authentication, self-registration, portal branding, profile property definition etc), deployment, initial content upload and configuration, admin training.

Setup fees include:

Scaled pricing model based on number of (active) users. Monthly, annual or multi-year pricing.

How do you define pricing? If the pricing is different for internal vs B2B/B2C, indicate as such.

B2B / B2C based on number of active users, internal is based on number of users.

Do you offer a “buy now”, “go now” live option, whereas a customer can buy the system using a credit card and then “technically” go live instantly.

No.
Agylia LMS
Implementation, Uptime, Roadmap, Updates

For an implementation, is this client specific or general functionality? With or without other clients?
General functionality and custom integrations.

What is your uptime of your system?
99.5%.

How often do you release new functionality?
Monthly.

How often do you update the system? If it is continuous updates, state “continuous”. How often do you do maintenance on your LMS and how far in advance do you notify your customers?
The system is updated on a monthly basis. Customers are notified at least 72 hours in advance of deployments, although the majority of their deployments are done without service interruptions.
How many HRIS/ERP systems can you interface with? What do you find to be the most often requested HRIS/ERP systems, that clients inquire about (regarding interface or connecting)?

Can interface with any HRIS/ERP platform. Agylia offers a REST based API, but can build custom gateways - for example clients that require SOAP Gateways. The top three are Oracle, Domino and SAP.

Do you charge for integrations/interfaces with HRIS/ERP and other systems not listed? If yes, how do you calculate fees?

Conventional integrations are included with their setup fee. Custom integrations based on specific customer requirements, are provided a quote for cost.

What is on your roadmap for 2016? Please list no more than five items.

Localization of the app and learner interfaces, improved fully-federated administration (for domain level administration), user generated content (for content sharing with and without manager approval), enhanced notifications including SMS for mobile, improved real time reporting and dashboard charts.

What type of development process do you use? (Agile, Waterfall, Custom)

Agile.
What data center (server host) do you use (i.e. host your LMS). Examples: Amazon S3, Rackspace, etc.

Amazon, Rackspace and IBM.

Does your data center and/or hosting facility have any certifications (i.e. SAS 70, PCI, ISO 27001, HIPAA)? If yes, please list.

Yes, all of the above.

I’m concerned about privacy issues and notice that the hosting site is in the United States. Does your hosting site have servers available in other countries?

Can host in numerous geographies. Content is maintained in S3 and can be deployed into one or more selected Amazon regions.

How often do you backup the data and what is your recovery process? (Please no more than three sentences – just high level)

All data is backed up on a daily basis. RTO is 24 hours.
Agylia LMS
Security

S: Do you offer Single-Sign on capabilities (trusting an already-issued SAS web credential)?
Yes – using ADFS for Active Directory Federation and SAML tokens for SSO with numerous other identity providers.

A: Is OAUTH 2.0 used for secure connections?
No.

F: Encryption. How will you protect credentials and data transmissions from detection while in transit to your application?
All cross network communication uses HTTPS channels (TLS1.2 encryption).

E: Is the hosting facility SAE16 Type II - SOC1, SOC2 certified?
Yes.
Agylia LMS
Latest Features

Mobile Capabilities?
Responsive, On/Off synch, native apps for iOS, Android, Windows 10, touch capability. Full offline support, QR code scanning for instant content retrieval. Pinch and zoom for content viewing.

Do you offer a coaching/mentoring capability within your system? If yes, how does it work (no more than three sentences)
No.

Gamification? If yes, indentify the feature sets.
Yes. Points, trophies, badges and medals. Custom rules can be created and driven from the activity statements hitting the system’s Learning Record Store. In this way, points and awards can be driven from any activity occurring within the system.

Social features – What can the learner do or what is included in the social capability of your LMS? Select the top three or four.
Gamification, leader boards, content rating, threaded discussion forums. User generated content coming at some point in 2016.
Agylia LMS
Latest Features

What are your “content curation” features?
Learner can add video (regardless if it is uploaded or already on their computer/device), images, content (via the web, including links), content via file (uploaded) to their profile page or some other page in the LMS. Learners can leave comments.

Do you offer deep learning (aka predicative analysis)? If yes, what is it able to do within the system? In other words, what is its capabilities?
Not available at this present time.

Do you have xAPI? What about an LRS?
Yes, xAPI and LRS.

What are the analytics that system shows to the administrator? (In this section – if you want to include screen shots, please place them either on a separate document, or include with your response as separate files.)
Core analytics include logins, content access, enrollments, browser and device types. Further enhancements with more configurable charts coming this year (2016).
What do you offer in terms of compliance?

Tracking of On-The-Job, Continuing Professional Development (CPD) and other informal training activities. Audit trails, Auditable compliance reports, Enrollment rules to auto assign content/courses to employees. Diagnostic tools to identify compliance and competence gaps and recommend or assign appropriate learning. Document Management System, built into the platform. CPD, CEU monitoring.

Are you planning on adding any “new” compliance features in 2016? If yes, what are they?

Not at the present time.

What do you offer in terms of competencies?

None at the present time.

Do you offer or include any talent management functionality within your LMS? If yes, please list the features. If it is an additional cost (i.e. the talent mgt.), please state as such.

The LMS is not a talent management system nor offers any talent management functionality or features.
Based on your own data, what administration functions are used the most often? Please present up to four.

New user creation (and adding users to groups), uploading content, targeting content and running reports.

Do you provide training to administrators? If yes, is it free or fee based? Is it “live” via a webinar for example, or at a classroom or is it via pre-recorded videos? What is included in the training? (Please no more than three sentences)

Yes, everything is included as part of the setup fee. Agylia did not identify what is included in the training.

How many reports are included in your LMS? Do you offer ad-hoc?

Did not provide the number of canned reports in the system. However, they identified the most common ones used by clients: User Activity Report, the Content Activity Report and the Non-Completion Report. Ad-hoc is not part of the system. Rather Agylia can build custom reports on a customer needs basis.

Do you have an administrator dashboard? If yes, what is “viewable” on the home page.

Yes. charts showing logins, content access, enrolments, completion activity, package sizes, browser types and usage over time.
How many people do you have in support? Do you have support agents that speak any other languages besides English? If yes, list the languages. Where are your support agents based (i.e. located)?

Four support agents. English only. Located in UK and Seattle, WA (US).

What are the hours for support? Do you offer different types of support (i.e. basic is free, prem is $$$)? What is included in basic vs. premium? Is support only for administrators?

UK and US PST office hours. Support ticketing system provided by Zendesk.

Community site portal? If yes, what is included?

Yes – this includes FAQs, help desk articles and training videos.

What is the ratio of support tickets to number of clients?

1:6
Meridian Knowledge Solutions

We believe the following characteristics separate us in the marketplace:

1) **Flexibility**—from technology to deployment, Meridian is ultimately flexible to our clients’ needs. We can integrate most third party technologies via 2,000 APIs and webservices.

2) **Service Excellence**—Meridian’s LMS technologies are deployed by Meridian resources, we do not rely on third party integrators or software implementation teams to deploy our technologies. We have provided our own services since our inception, providing a backlog of experience that reduces risk and cost for our clients.

3) **Ease-of-Use**—Our technologies are easy to use for both administrators and end users. For instance, our ad hoc reporting tool does not require advanced training or a database administrator skillset.

4) **E-Learning Focus**—Meridian has a lazer focus on eLearning, we continually seek to improve core eLearning technologies, deploy innovative new eLearning technologies, and separate fad from essential technology for our clients.

5) **Extended Enterprise**—Meridian Global’s domain technologies allow us to deploy to multi-department government agencies, diverse commercial organizations, and any other client with members, customers, channel partners, clients, or constituents who require training. Domains may be branded and configured to meet the interface needs of the specific target audience and appear to be standalone LMS solutions while sharing a database backbone with the core domain.

### Verticals (no more than 4)

- Manufacturing
- Technology
- Healthcare
- Associations

### Corporate Information

**Headquarters:** Reston, Virginia, USA  
**Number of Clients:** 350+ clients  
**Tel:** 1-800 MKS CORP  
**Email:** sales@meridianks.com  
**Internet:** [www.meridianks.com](http://www.meridianks.com)  
**LMS Demo:** N/A  

LMS Top 50 2016 Report
Meridian Global LMS

Pricing

What is the cost of your setup fees? (if you have multiple options, present them. If you have a “range”, then put it down, but state it depends on XYZ factors.)

Declined to respond.

Setup fees include:

Declined to respond.

How do you define pricing? If the pricing is different for internal vs B2B/B2C, indicate as such.

They have multiple ways of defining users and audiences in order to offer creative and flexible pricing options to clients. Pricing will depend on the audience and usage patterns.

Do you offer a “buy now”, “go now” live option, whereas a customer can buy the system using a credit card and then “technically” go live instantly.

No.
Meridian Global LMS
Implementation, Uptime, Roadmap, Updates

For an implementation, is this client specific or general functionality? With or without other clients?

Implementations are client specific.

What is your uptime of your system? (i.e. “Our uptime is 99.4%)

99.7%.

How often do you release new functionality?

Meridian provides two to three product upgrades annually with monthly maintenance.

How often do you update the system? If it is continuous updates, state “continuous”. How often do you do maintenance on your LMS and how far in advance do you notify your customers?

Meridian provides two to three product upgrades annually with monthly maintenance. Meridian’s maintenance is scheduled and typically occurs during a 3-4 window (clients are notified of the schedule for maintenance). Meridian did not provide how far in advance are administrators notified.

LMS Top 50 2016 Report
How many HRIS/ERP systems can you interface with? What do you find to be the most often requested HRIS/ERP systems, that clients inquire about (regarding interface or connecting)?

Meridian Global can integrate most HRIS/ERP systems. They provide over 2,000 documented APIs allowing to integrate nearly with any third party technology. Meridian did not provide their most requested systems, rather stated that since they constantly change, the requests change.

Do you charge for integrations/interfaces with HRIS/ERP and other systems not listed? If yes, how do you calculate fees?

HRIS integration is part of the base Meridian Global product. During implementation the project team will guide the client through the best of connecting for their specific needs. This integration will either be a flat file integration or APIs.

What is on your roadmap for 2016? Please list no more than five items.

- Salesforce Integration
- REST API
- Gamification
- Video

What type of development process do you use? (Agile, Waterfall, Custom)

Agile with custom elements.
Meridian hosts solutions in their datacenter which is located at Equinix’s Ashburn, VA IBX data center campus.

SSAE 16 Compliant
ISO Certified
LEED Certified

No, but Meridian is willing to install behind your firewall if desired.

Meridian supports a five-tier backup process that blends multiple types of backup software, and hardware to prevent the possibility of a failed backup. These multiple systems build in redundancy to their backup plan, and ensure that a recent backup is always available.
Meridian Global LMS

Security

Is the hosting facility SAE16 Type II - SOC1, SOC2 certified?

The Equinix facility is SSAE16 compliant.

Encryption. How will you protect credentials and data transmissions from detection while in transit to your application?

All data communicated between integrated systems (in-transit data) is encrypted via 128 SSL.

Do you offer Single-Sign on capabilities (trusting an already-issued SAS web credential)?

Meridian Global integrates SAML 2.0 and LDAP/Active Directory for single sign on. Other third party authentication schemes can be integrated via APIs.

Is OAUTH 2.0 used for secure connections?

Yes.
Meridian Global LMS

Latest Features

**Mobile Capabilities?**
Responsive, native apps for iOS, Android, on/off synch, client branded mobile app

**Do you offer a coaching/mentoring capability within your system? If yes, how does it work (no more than three sentences)**
OJT can be used for mentoring allowing a user to schedule time with a mentor and work through a checklist of items. The professional development functionality allows for 360 reviews and coaching through creation of development plans.

**Gamification?**
Meridian does not support this functionality at this time. However, they do have it on their roadmap.

**Social features – What can the learner do or what is included in the social capability of your LMS? Select the top three or four.**
Meridian Global’s social tools allow for integration of social networks (login with LinkedIn credentials for instance) as well as collaboration for specific content courses and other traditions social tools (chat, activity streams, blogs, wikis, forums, etc.).
Meridian does not at this time support this functionality.

The LMS recommends content to users (associated curricula, certifications, bundles, subscriptions, etc.) based upon user search terms.

Not at this time. xAPI is on their roadmap. No plans for an LRS.

Meridian did not provide specifics on the types of analytics an administrator can see in the system.
Meridian LMS
Compliance, Competencies, Talent

**What do you offer in terms of compliance?**

Provides compliance support through certifications, required training, electronic signature, auditing, and various other tools.

**Are you planning on adding any “new” compliance features in 2016? If yes, what are they?**

Meridian is enhancing their existing compliance feature to better support the validated customers.

**What do you offer in terms of competencies?**

Meridian Global supports IDPs and competency driven training.

**Do you offer or include any talent management functionality within your LMS? If yes, please list the features. If it is an additional cost (i.e. the talent mgt.), please state as such.**

Meridian supports Individual Development Plans (IDP), competencies, and 360 degree multi-rater evaluations to measure performance. The functionality is included in the system at no additional charge.
Meridian Global LMS
Administration Functions

Based on your own data, what administration functions are used the most often? Please present up to four.

Required training, reports console/ad hoc reports, user management functions, content management functions.

Do you provide training to administrators? If yes, is it free or fee based? Is it “live” via a webinar for example, or at a classroom or is it via pre-recorded videos? What is included in the training? (Please no more than three sentences)

Meridian provides training for up to 12 administrators. Includes pre-implementation “readiness” training that allows administrators to make deployment/configuration decisions. Training is included with setup. Additional training and training services are available. Over 150 administrative job aides are provided through Meridian University.

How many reports are included in your LMS? Do you offer ad-hoc?

70+ standard reports. Yes on ad-hoc.

Do you have an administrator dashboard? If yes, what is “viewable” on the home page.

Yes. May view reports, content they manage, instructor/teaching schedules, quick links, instructor tools, etc. The administrative interface can be configured to meet client specifications.

LMS Top 50 2016 Report
Meridian Global LMS
Support & Training

How many people do you have in support? Do you have support agents that speak any other languages besides English? If yes, list the languages. Where are your support agents based (i.e. located)?

13 support agents. English only. Support agents are located at their Reston, VA headquarters and remote locations around the U.S.

What are the hours for support? Do you offer different types of support (i.e. basic is free, prem is $$$)? What is included in basic vs. premium? Is support only for administrators?

There are options that includes email and phone from 8am to 8 pm (EST) or 24x7 support. Provides an enhanced support that includes additional support options. Enhanced support is an additional fee.

Community site portal? If yes, what is included?

Meridian provides an online community which allows administrators to share information and best practices.

What is the ratio of support tickets to number of clients?

Per quarter the ratio is 4:1
Accord LMS

The Accord LMS is an HTML5 solution that supports online courses, instructor led training, certification and compliance management, gamification and more. SCORM compliant content authoring, webinars, eCommerce and HRIS synchronization are fully integrated. Drag-and-drop features streamline the organization of learning content into folders and courses for different groups of learners. Resources such as videos, documents and web assets can be loaded and tracked as well. Small to mid sized clients that want to provide learning to employees, channel partners and/or customers will not find a better value. Social, and extended enterprise features are ready when you are.

Verticals (no more than 4)

- Health Care
- Technology
- Education - Commercial

Corporate Information

Headquarters Boise, ID USA
Number of Clients: 130

Tel: 011-208-713-5974
Email: jeff.redford@accordlms.com
Internet: accordlms.com
LMS Demo: N/A
Pricing

What is the cost of your setup fees?
Self-Hosted Setup is $4,000 on the client’s server. Accord’s hosted Setup fee is $2,000.

Setup fees include:
Provisioning of a fully configured and functional turn-key portal with example online learning content, e-commerce and community groups. Five hours of extended support, training and installation of the Accord Cogent Responsive skin with choice of color and logo branding.

How do you define pricing?
Per Active Learner. An Active Learner is one who has participated in a tracked learning element (example: course) in the last 360 days. Accord has options to move that window down to 30 days. According to Accord, pricing bands are available to meet any budget.

Do you offer a “buy now”, “go now” live option, whereas a customer can buy the system using a credit card and then “technically” go live instantly.
No.
For an implementation, is this client specific or general functionality? With or without other clients?
Implementations are personalized for each client.

What is your uptime of your system?
99.6%.

How often do you release new functionality?
Four to six times a year.

How often do you update the system? If it is continuous updates, state “continuous”. How often do you do maintenance on your LMS and how far in advance do you notify your customers?
Accord updates the hosted clients (SaaS) about once per month with maintenance and feature releases. Two to four weeks is the normal advance notification.
How many HRIS/ERP systems can you interface with? What do you find to be the most often requested HRIS/ERP systems, that clients inquire about (regarding interface or connecting)?

Provides access to all learner data via a .CSV file. They have found that the most popular HRIS/ERP systems can use that to acquire learner data.

Do you charge for integrations/interfaces with HRIS/ERP and other systems not listed? If yes, how do you calculate fees?

Accord does not have automatic connectors, but does schedule automatic drops of .CSV files that can be used by HRIS/ERP Systems. Accord can create a custom interface for an additional fee.

What is on your roadmap for 2016? Please list no more than five items.

- XAPI with an LRS
- Enhanced compliance features
- Any format video upload
- Enhanced folder tools

What type of development process do you use? (Agile, Waterfall or Custom)

Agile.
What data center (server host) do you use (i.e. host your LMS).

Leases servers at Peer 1 hosting and from Amazon S3.

Does your data center and/or hosting facility have any certifications (i.e. SAS 70, PCI, ISO 27001, HIPAA)? If yes, please list.

Yes, the data center is SSAE 16, CSAE 3416, and ISAE 3402 certified.

I’m concerned about privacy issues and notice that the hosting site is in the United States. Does your hosting site have servers available in other countries?

Yes. Accord uses Toronto and London for hosting outside the United States.

How often do you backup the data and what is your recovery process? (Please no more than three sentences – just high level)

Backups are performed daily incremental and weekly. Since each site has its own codebase, recovery can be done at any site at any time without affecting any other clients.
Accord LMS

Security

Is the hosting facility SAE16 Type II - SOC1, SOC2 certified?
The hosting facility is SSAE 16, CSAE 3416, ISAE 3402.

Encryption. How will you protect credentials and data transmissions from detection while in transit to your application?
Offers SSL encryption and its SSO (single sign-on) module can hash passwords though REST services.

Do you offer Single-Sign on capabilities (trusting an already-issued SAS web credential)?
Yes.

Is OAUTH 2.0 used for secure connections?
No.
Accord LMS

Latest Features

Mobile Capabilities?
Yes. Responsive skin that uses a repository of controls of over 350 of the most popular mobile tablets, phones and devices to sync the correct controls for swiping and touch capabilities.

Do you offer a coaching/mentoring capability within your system? If yes, how does it work?
Yes. As part of their system, social groups allows learners to post questions and receive answers. The Q & A module awards points for “best” questions and answers. The Q & A module is a separate fee.

Gamification?
Learners can accumulate points by engaging in learning, contributing to the community with posts and answering questions. Points in predetermined categories can earn badges that can be displayed in their profile for others to see. Points also can be used to rank the learner on the leader board. Privilege can be earned by accumulating points in categories.

Social features – What can the learner do or what is included in the social capability of your LMS? Select the top three or four.
Following and friending other learners, social group membership and journals, profiles that include earned badges and points, and access to Q&A forums that allow points to be earned.
What are your “content curation” features? Please no more than three sentences. You can also do bullet points. Focus on the “best” capabilities.

- Learners can upload videos, images, and post comments (including web links) in their group journals or personal journals for others to view.

Do you offer deep learning (aka predicative analysis)? If yes, what is it able to do within the system? In other words, what is its capabilities?

- Currently do not support this feature.

Do you have xAPI? What about an LRS?

- The roadmap calls for the release of x-API and an LRS in Q4 of 2016.

What are the analytics that system shows to the administrator? (In this section – if you want to include screen shots, please place them either on a separate document, or include with your response as separate files.)

- Has a full charts module that helps administrators visualize the performance as well as the utilization of learning assets. A learner’s contribution to the social community can also be viewed.
Accord LMS
Compliance, Competencies, Talent

**What do you offer in terms of compliance?**
Supports OJT tracking and the award of gamification points and badges for those. Individual learner document storage and management by learner or administrator for certificates awarded outside of the LMS.

**Are you planning on adding any “new” compliance features in 2016? If yes, what are they?**
No.

**What do you offer in terms of competencies?**
Can track skills/competencies by content that a learner engages with in the system.

**Do you offer or include any talent management functionality within your LMS? If yes, please list the features. If it is an additional cost (i.e. the talent mgt.), please state as such.**
No.
Based on your own data, what administration functions are used the most often? Please present up to four.

- Adding learning elements to the Learner Catalog
- Assigning Learners to Teams
- Enrolling content to learning roles
- Reporting on learner and learning element performance

Do you provide training to administrators? If yes, is it free or fee based? Is it “live” via a webinar for example, or at a classroom or is it via pre-recorded videos? What is included in the training? (Please no more than three sentences)

Training includes live “Getting Started Training” of up to 5 hours with implementation. Also have pre-recorded how to videos available free on the site. This covers most all administrative functions.

How many reports are included in your LMS? Do you offer ad-hoc?

14 preconfigured reports come with Accord’s LMS (7 on learners and 7 on content). Additionally, the ad-hoc reporting allows administrators to easily define and save report definitions. The reports can be scheduled to run and then emailed in a variety of formats to managers and administrators of teams automatically.

Do you have an administrator dashboard? If yes, what is “viewable” on the home page.

Yes and it can be put anywhere the administrator wants. Most put it on their reports home page but since it is a module it can be installed wherever the administrator wants to see it.
How many people do you have in support? Do you have support agents that speak any other languages besides English? If yes, list the languages. Where are your support agents based (i.e. located)?

Seven people in Support in Ohio, Iowa, Idaho and Montevideo. Languages supported are English, Spanish and French.

What are the hours for support? Do you offer different types of support? What is included in basic vs. premium? Is support only for administrators?

Basic includes e-mail and phone from 8 a.m. to 5 p.m. Eastern Time. Support is for administrators. Premium Level support is available, includes 24/7 4-hour support for an additional cost.

Community site portal? If yes, what is included?

The Accord Academy is rolling out in Q2 of 2016. Each customer will be enrolled and can complete training and receive certification on using the Accord LMS. Discussion boards and Q&A modules that allow support from Accord’s staff or other clients will be included.

What is the ratio of support tickets to number of clients?

2.5 to 1
MATRIX is a simple, powerful LMS for businesses that makes it easy to deliver online training and/or sale courses. MATRIX is used by over 20,000 organizations around the world (support 40+ languages), has over one million users, and adds about 15,000 new users a week. MATRIX provides the range of functionality you’d expect in a modern LMS, such as support for courses, graphical course catalog, e-commerce integration, gamification, rules engine, learning paths, collaboration tools, GoToMeeting integration, Zapier integration, and more.

**E-Learning 24/7 Comment:** What do you do when you have two LMSs (MATRIX and NEO) by the same vendor, that while they have similar functionality in many areas, but still several differentials?

You include both in the Top 50. Why? Because they deliver strong results and offer an option for consumers who are seeking something slightly different then the norm.

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**Corporate Information**

Did not provide HQ location  
Number of Clients: 500  
Tel: +1 415-766-3534  
Email: sales@matrixlms.com  
Internet: www.matrixlms.com  
LMS Demo: N/A
Pricing

What is the cost of your setup fees?

MATRIX does not charge setup fees or cancellation fees. There are no hidden costs such as extra charges for technical support, bandwidth, or storage.

Setup fees include:

Does not charge setup fees.

How do you define pricing? If the pricing is different for internal vs B2B/B2C, indicate as such.

MATRIX provides low cost premium plans for users based on the number of active learners.

Do you offer a “buy now”, “go now” live option, whereas a customer can buy the system using a credit card and then “technically” go live instantly.

Yes.
For an implementation, is this client specific or general functionality? With or without other clients?

General functionality. However, clients make changes including adding their own logos, skinning, etc. once they purchase and setup the LMS.

What is your uptime of your system? (i.e. “Our uptime is 99.4%)

99.9%.

How often do you release new functionality?

Releases new features and functionalities for the system every week.

How often do you update the system? If it is continuous updates, state “continuous”. How often do you do maintenance on your LMS and how far in advance do you notify your customers?

Updates their system constantly with new features and various improvements. Performs occasional maintenance where the system is offline for a short amount of time which is announced in advanced via their support forum.
How many HRIS/ERP systems can you interface with? What do you find to be the most often requested HRIS/ERP systems, that clients inquire about (regarding interface or connecting)?

Provides several ways to integrate with an HRIS/ERP system. Their technical staff will provide assistance and recommendations for integrating with particular systems. NEO did not identify the most “requested” systems.

Do you charge for integrations/interfaces with HRIS/ERP and other systems not listed? If yes, how do you calculate fees?

Does not charge for the use of Zapier, web hooks, and API features. Custom integration can be done on a consulting basis.

What is on your roadmap for 2016? Please list no more than five items.

xAPI support, Ad-hoc reporting, Office 365 integration, Peer assessment

What type of development process do you use? (Agile, Waterfall, Custom)

Agile
What data center (server host) do you use (i.e. host your LMS)? Examples: Amazon S3, Rackspace, etc.

Amazon cloud

Does your data center and/or hosting facility have any certifications (i.e. SAS 70, PCI, ISO 27001, HIPAA)? If yes, please list.

PCI, HIPAA

I’m concerned about privacy issues and notice that the hosting site is in the United States. Does your hosting site have servers available in other countries?

Planning to launch MATRIX in Europe in 2016. It is likely to be hosted in the Amazon cloud in Frankfurt.

How often do you backup the data and what is your recovery process? (Please no more than three sentences – just high level)

MATRIX performs automatic daily backups for disaster recovery, and these backups are stored in multiple locations for extra redundancy.
Matrix LMS

Security

- **S** Is the hosting facility SAE16 Type II - SOC1, SOC2 certified?
  - Yes

- **A** Encryption. How will you protect credentials and data transmissions from detection while in transit to your application?
  - Encrypted passwords to ensure client privacy.

- **F** Do you offer Single-Sign on capabilities (trusting an already-issued SAS web credential)?
  - Currently offer single-sign on via Google apps, LDAP, Clever, or a custom integration. Soon offering Office 365 and Facebook SSO as well.

- **E** Is OAuth 2.0 used for secure connections?
  - Yes. Google apps, Clever, and custom SSO all use OAuth 2.0.
**Matrix LMS**

**Latest Features**

- **Mobile Capabilities?**
  
  Responsive, Native apps for iOS and Android, touch capability

- **Do you offer a coaching/mentoring capability within your system? If yes, how does it work (no more than three sentences)**
  
  Special “mentor” accounts are scheduled to be released in Q1 2016.

- **Gamification?**
  
  Site-wide and class games with leaderboards with top players, progress through levels, the ability to gain badges and points by completing certain tasks.

- **Social features – What can the learner do or what is included in the social capability of your LMS? Select the top three or four.**
  
  Social learning features such as news feeds, chat rooms, forums, and connecting with users as friends.

*LMS Top 50 2016 Report*
What are your “content curation” features?

MATRIX does not offer this functionality.

Do you offer deep learning (aka predicative analysis)? If yes, what is it able to do within the system? In other words, what is its capabilities?

MATRIX does not offer this functionality.

Do you have xAPI? What about an LRS?

Not at the present time. Projecting xAPI in Q1 2016. No plans at this point for an LRS.

What are the analytics that system shows to the administrator?

Administrators can see various site statistics, reports for proficiency coverage, missing work, student activity, course status, completion status and resource usage.
What do you offer in terms of compliance?

MATRIX does not offer this functionality.

Are you planning on adding any “new” compliance features in 2016? If yes, what are they?

Digital signatures.

What do you offer in terms of competencies?

Deep support for curricula and learning outcomes. You can tag modules and assignments with the competencies that they teach/assess, and then monitor the level of mastery in each competency that students achieve. This information is accessible to teachers and optionally to the students. The rules engine and goals engine will soon be able to access this mastery information as well so that actions can be taken based on a student’s mastery levels.

Do you offer or include any talent management functionality within your LMS? If yes, please list the features. If it is an additional cost (i.e. the talent mgt.), please state as such.

MATRIX does not offer this functionality.
Based on your own data, what administration functions are used the most often? Please present up to four.

Enrolling users, adding resources, creating courses, configuring different integrations

Do you provide training to administrators? If yes, is it free or fee based? Is it “live” via a webinar for example, or at a classroom or is it via pre-recorded videos? What is included in the training? (Please no more than three sentences)

Live training or web based training is offered to administrators if needed at an additional price. Also guides, how to videos, online help, and a support forum dedicated to administrators and other users.

How many reports are included in your LMS? Do you offer ad-hoc?

7 canned reports. No on ad-hoc. Will be released sometime in 2016.

Do you have an administrator dashboard? If yes, what is “viewable” on the home page.

Administrators have graphical dashboards where they can see an overview of the most important site information related to courses, users, enrollments, current plan, resources and more.
How many people do you have in support? Do you have support agents that speak any other languages besides English? If yes, list the languages. Where are your support agents based (i.e. located)?

Four support agents. English only. Support based in the United States. MATRIX has automatic bi-directional translation of support messages to ensure an easy communication with clients.

What are the hours for support? Do you offer different types of support (i.e. basic is free, premium is $$$)? What is included in basic vs. premium? Is support only for administrators?

24/5 full support and support for critical issues over the weekend. Provides support primarily via forums and email. Will move to 24/7 support by the end of 2016.

Community site portal? If yes, what is included?

Help center with searchable online help with topics for administrators, teachers, and students. The support forum is where users can see their answered questions, a product news forum where MATRIX announces new features, a suggestion forum where users can add their suggestions for future features and improvements.

What is the ratio of support tickets to number of clients?

Less than .01% per client.
Otus is a single platform that combines an LMS, data warehouse, and K-12 classroom management tools in a way that makes student learning data actionable.

**E-Learning 24/7 Comment:** Every once in awhile there is a system that sneaks up upon you and says, “look at me”. In the education side of the house, Otus is that platform. This is relatively a brand new system to the market and one that aligns well to its space.

**Verticals (no more than 4)**
- K12 Public School Districts
- K12 Charter Schools
- K12 Independent Schools
- K12 Religion-affiliated Schools

**Corporate Information**
- Headquarters: Chicago, IL US
- Tel: 773-789-5444
- Email: otus@otus.com
- Internet: www.otus.com
- LMS Demo: my.otusplus.com
What is the cost of your setup fees?

Pricing based on student enrollment. Average cost $7 per student annually.

Setup fees include:

Implementation and Setup fees are included in the subscription service.

How do you define pricing? If the pricing is different for internal vs B2B/B2C, indicate as such.

Pricing is based on student enrollment.

Do you offer a “buy now”, “go now” live option, whereas a customer can buy the system using a credit card and then “technically” go live instantly.

Yes.
For an implementation, is this client specific or general functionality? With or without other clients?

Standard implementation program and can provide tailored plans.

What is your uptime of your system? (i.e. “Our uptime is 99.4%)

99.9%

How often do you release new functionality?

Bi-weekly.

How often do you update the system? If it is continuous updates, state “continuous”. How often do you do maintenance on your LMS and how far in advance do you notify your customers?

Continuous
How many school systems can you interface with?

PowerSchool and Skyward

Do you charge for integrations/interfaces with HRIS/ERP and other systems not listed? If yes, how do you calculate fees?

No.

What is on your roadmap for 2016? Please list no more than five items.

New integrations with content and assessment providers and student information systems.

What type of development process do you use? (Agile, Waterfall, Custom)

Agile
What data center (server host) do you use (i.e. host your LMS). Examples: Amazon S3, Rackspace, etc.

Amazon S3

Does your data center and/or hosting facility have any certifications (i.e. SAS 70, PCI, ISO 27001, HIPAA)? If yes, please list.

Details of Amazon’s certifications exist at https://aws.amazon.com/compliance/published-certifications

I’m concerned about privacy issues and notice that the hosting site is in the United States. Does your hosting site have servers available in other countries?

Not at the present time.

How often do you backup the data and what is your recovery process?

Every 15 minutes. They did not provide their recovery process.
Otus
Security

- **Is the hosting facility SAE16 Type II - SOC1, SOC2 certified?**
  - Yes.

- **Encryption. How will you protect credentials and data transmissions from detection while in transit to your application?**
  - SSL

- **Do you offer Single-Sign on capabilities (trusting an already-issued SAS web credential)?**
  - Yes.

- **Is OAUTH 2.0 used for secure connections?**
  - Yes.
Otus
Latest Features

Mobile Capabilities?
Responsive, Native app for iOS

What are your top three features for the student portal?
Students have access to a bookshelf, assessment center, blog, student portfolio

Gamification?
No.

Social features – What can the learner do or what is included in the social capability of your LMS? Select the top three or four.
Blog, chat
What are your “content curation” features?
Otus connects with over 300 content providers.

Do you offer rubrics and a plagiarism detection?
Yes on rubrics. Does not offer plagiarism detection but they are an IMS member and connect to TurnItIn.

Do you have xAPI? What about an LRS?
Yes for xAPI. No plans for an LRS at this time.

What are the analytics that system shows to the administrator?
The Analytics module can be used to visualize learning data gathered through the use of the system and from third party assessment and content providers.
Do you have a teacher resource or exchange, whereas teachers from other schools can share best practices, etc.?

Yes. Teachers can share entire lessons in a playlist format making differentiation and individualization easy. Also, teachers can share their bookshelf resources and assessments with others educators in Otus.

How would you rate the ability for teachers to use your system? In other words, if a teacher was using the system for the first time, would they be able to immediately use the platform?

The system was designed by a teacher (still teaching no less). Ease of use is one of their driving missions, teachers who start using their system rave about the user interface and logic.

What are the top features for your parent portal?

Parents are able to communicate with teachers and see in real time the work of their children through a view only bookshelf, assessment center, and student portfolio.

What are the top three features that teachers are able to do in the system?

Teachers are able to maximize best teaching practices - differentiation, project based learning, student inquiry assignments. The system will adapt to what is needed in the classroom.
Based on your own data, what administration functions are used the most often? Please present up to four.

Creating district-level standards and learning groups.

Do you provide training to administrators? If yes, is it free or fee based? Is it “live” via a webinar for example, or at a classroom or is it via pre-recorded videos? What is included in the training? (Please no more than three sentences)

Free web-based training and fee-based onsite training. Training is optional.

How many reports are included in your LMS? Do you offer ad-hoc?

Over 50 reports are available. Yes on ad-hoc.

Do you have an administrator dashboard? If yes, what is “viewable” on the home page.

Yes. This is called the data wall and highlights both usage and learning data.
How many people do you have in support? Do you have support agents that speak any other languages besides English? If yes, list the languages. Where are your support agents based (i.e. located)?

Support agents are in Chicago. No other information including languages beyond English, nor number of support agents were provided.

What are the hours for support? Do you offer different types of support (i.e. basic is free, prem is $$$)? What is included in basic vs. premium? Is support only for administrators?

Chat Support is available between 7 AM CST and 9 PM CST, Monday-Friday.

Community site portal? If yes, what is included?

Yes.  www.otus.com

What is the ratio of support tickets to number of clients?

Otus simply stated that their support tickets ratio is low. No other information (i.e. specifics) was provided.
CD2 transforms the way you deliver one of the most strategic drivers of business value: content. Different by design, CD2 Learning offers the only complete, cloud-based offering in the market flexible enough to offer a CMS, LMS, and a social collaboration platform with built-in content authoring tools. We allow you to quickly and easily create, deliver, and track customized content across a spectrum of applications. Finally, a new way to meet the evolving learning needs of your employees and customers.

**E-Learning 24/7 Comment:** Potential is the best way to describe the CD2 LMS. It screams it left and right and when the calculations were complete, the criteria analyzed, CD2 Learning hit the mark. The system still is in the potential phase. And everything is pointing upward. A well deserving Top 50 place, for a system that is thinking ahead and getting there.
CD2 Learning

Pricing

What is the cost of your setup fees? (if you have multiple options, present them. If you have a “range”, then put it down, but state it depends on XYZ factors.

The setup fee can range from $5,000 to $30,000. For custom development projects that accompany the regular system configuration, those are priced according to the level of effort required.

Setup fees include:

The branded site, configuration of all components that the client has selected (including dashboards, login portal pages, etc.) initial live training, use of the online training library, a dedicated project manager who develops the project plan, assembles the project team, conducts regular progress meetings and serves as the client point of contact throughout the life of the contract.

How do you define pricing? If the pricing is different for internal vs B2B/B2C, indicate as such.

Pricing is based on the type of system purchased internal vs extended enterprise, the components selected, and custom development (either system or content) required.

Do you offer a “buy now”, “go now” live option, whereas a customer can buy the system using a credit card and then “technically” go live instantly.

No.
## CD2 Learning
Implementation, Uptime, Roadmap, Updates

| D | For an implementation, is this client specific or general functionality? With or without other clients?  
CD2 starts with a standard system configuration, then clients can configure the components that meet their needs. Most clients request custom system or content development. |
|---|---|
| A | What is your uptime of your system? (i.e. “Our uptime is 99.4%”)  
99.9% uptime. |
| T | How often do you release new functionality?  
CD2 is continually working to add new functionality to the platform. New functionality is released as it is developed, but should be available at least quarterly. |
| A | How often do you update the system? If it is continuous updates, state “continuous”. How often do you do maintenance on your LMS and how far in advance do you notify your customers?  
Features and updates are applied to the system several times per month. CD2 did not provide their maintenance schedule nor advanced notification to their customers, when maintenance is needed. |
How many HRIS/ERP systems can you interface with? What do you find to be the most often requested HRIS/ERP systems, that clients inquire about (regarding interface or connecting)?

CD2 clients have not required integration with specific HRIS systems to this point. However integrations easily be developed using web services developed with a RESTful API.

Do you charge for integrations/interfaces with HRIS/ERP and other systems not listed? If yes, how do you calculate fees?

CD2 charges for integrations based on the level of effort required. The calculation would be a simple hourly rate calculation.

What is on your roadmap for 2016? Please list no more than five items.

Enhancements to the mobile app, collaborative workflow, content management library, calendar, and content authoring tools.

What type of development process do you use? (Agile, Waterfall, Custom)

Agile.
What data center (server host) do you use (i.e. host your LMS). Examples: Amazon S3, Rackspace, etc.

CD2 uses Armor (formerly Firehost).

Does your data center and/or hosting facility have any certifications (i.e. SAS 70, PCI, ISO 27001, HIPAA)? If yes, please list.

Yes, the Armor hosting facility has a number of certifications:

- HITRUST (Certified for HIPAA compliance)
- ISO/IEC 27001 (2013)
- Safe Harbor
- PCI DSS Level 1-Certified
- SSAE 16
- Truste

I’m concerned about privacy issues and notice that the hosting site is in the United States.

Yes, Armor (hosting provider) offers many options for hosting in other countries.

How often do you backup the data and what is your recovery process?

Full backups are done nightly with incremental backups every hour. CD2 did not provide their recovery process.
CD2 Learning

Security

Is the hosting facility SAE16 Type II - SOC1, SOC2 certified?

Yes, Armor’s SOC 1 Type II, SOC 2 Type II and SOC 3 Type II reports are from a qualified CPA firm, to provide assurance in Armor business practices.

Encryption. How will you protect credentials and data transmissions from detection while in transit to your application?

Sites can elect to have SSL.

Do you offer Single-Sign on capabilities (trusting an already-issued SAS web credential)?

CD2 can offer SSO though SAML 2.0 and CAS.

Is OAUTH 2.0 used for secure connections?

No.
CD2 Learning
Latest Features

Mobile Capabilities?
Responsive, native app for iOS, supports HTML5 courses. Will be developing and launching an on/off synch capability some time in 2016.

Do you offer a coaching/mentoring capability within your system? If yes, how does it work?
Yes. CD2 has a collaborative approach where learners can be coached through a process. They can view material, pose questions and post responses, upload files and other content, be evaluated, and receive feedback.

Gamification? If yes, identify the feature sets.
Virtually every interaction in the CD2 platform can have a point value associated to it. Administrators determine what activities and point values to assign to work accomplished in the system. Badges can be earned for activities. Custom badges are configurable by client administrators.

Social features – What can the learner do or what is included in the social capability of your LMS? Select the top three or four.
CD2 includes the ability to form public and private groups where users can have threaded discussions to collaborate on topics of interest. Every course includes the capability to add collaborative discussions. Collaborations allow users to post questions and responses. Users can upload files, embed social media items including YouTube videos, Facebook posts, Instagram threads. Users can rate posts and responses to help others find the most useful information.
CD2 Learning

Latest Features

**What are your “content curation” features?**

CD2 includes content creation tools that allow users to author content including interactive games, simulations, assessments, and text, upload multimedia files, and embed social media to create a library of reusable assets. These assets can be formatted on page templates for delivery to users as eLearning courses.

**Do you cap offer deep learning (aka predicative analysis)? If yes, what is it able to do within the system? In other words, what is it able to do?**

Each content item, lesson, assessment question and course can be tied to a competency. These are used to automatically generate remedial learning lessons called PLPs. The Career Path uses competencies to show the necessary courses and requirements users should complete to qualify for the next level of their job. Once a level is achieved, the user can automatically be assigned to the next set of courses/requirements.

**Do you have xAPI? What about an LRS?**

Yes xAPI. No on LRS.

**What are the analytics that system shows to the administrator?**

See additional Reports.ppt

LMS Top 50 2016 Report
CD2 Learning
Compliance, Competencies, Talent

What do you offer in terms of compliance?

Licensing of different job roles with attendant review tools plus monitoring and reporting to managers, supervisors, head of compliance. Audit trail. Diagnostic tools. Document management. Tracking of On-The-Job, Continuing Professional Development (CPD) and other informal training activities. Plus other compliance feature sets.

Are you planning on adding any “new” compliance features in 2016? If yes, what are they?

A mobile app that encapsulates many of the capabilities in workflow activities and tracking for the career mapping is in development.

What do you offer in terms of competencies?

To assist users with gaining mastery in each competency, the CD2 system can provide remedial training lessons for any deficient area. Import skill dictionaries and job definitions and link definitions to competencies. The CD2 LMS includes additional competency components.

Do you offer or include any talent management functionality within your LMS? If yes, please list the features. If it is an additional cost (i.e. the talent mgt.), please state as such.

CD2 currently offers support for the entire employee lifecycle from onboarding to succession planning. Leadership content from The Ken Blanchard companies is available for additional purchase as well as the CD2 Talent Development Toolkit which can be white labeled.
Based on your own data, what administration functions are used the most often? Please present up to four.

- Adding users to the system
- Adding users to groups and courses
- Viewing users progress
- Managing collaborations

Do you provide training to administrators? If yes, is it free or fee based? Is it “live” via a webinar for example, or at a classroom or is it via pre-recorded videos? What is included in the training? (Please no more than three sentences)

CD2 includes training for administrators as part of the setup fee. This training is done live either on-site or via webinar. The system has a library of training materials. Training includes basic administrative functions and common user questions and responses.

How many reports are included in your LMS? Do you offer ad-hoc?

12 canned reports. Ad-hoc in development.

Do you have an administrator dashboard? If yes, what is “viewable” on the home page.

Yes, CD2 does have an administrator dashboard. The admin dashboard shows the users in the selected group, how many are locked out, number of classes for each course, seats available, seats used, course progress, tool usage, notifications, and more. The dashboard is configurable. It is based on what components the client has purchased.
How many people do you have in support? Do you have support agents that speak any other languages besides English? If yes, list the languages. Where are your support agents based (i.e. located)?

CD2 did not provide the number of support agents, nor what languages they support, besides English. CD2 support agents are based in the United States.

What are the hours for support? Do you offer different types of support (i.e. basic is free, prem is $$$)? What is included in basic vs. premium? Is support only for administrators?

Support is offered Mon-Fri 8-5 (Central, United States) with support ticketing available after hours. Support tickets are monitored on weekends and holidays. Clients are provided with basic level 1 support and CD2 provides higher levels of support usually to the administrators. 24/7 support can be added when needed.

Community site portal? If yes, what is included?

The support portal includes access to a Knowledge base in addition to an area to create support tickets. The CD2 system has help files and training guides that are available to users based on roles.

What is the ratio of support tickets to number of clients?

The number of support tickets is less than 10%.
Whether you sell courses or train employees online, the DigitalChalk platform is a time-saving, efficient, learning management system (LMS) that lets you design and launch your courses, your way.

E-Learning 24/7 Comment: VLPs (Video Learning Platforms) continue to be strong in their respective markets. A VLP is a sub-genre in the LMS space. What sets Digital Chalk apart is their constant commitment to Corporate. Secondly, it is their approach to utilizing video in all aspects of learning. Features are strong.

Verticals (no more than 4)
- Compliance training for healthcare and real estate
- Corporate training for SMB

Corporate Information
Headquarters: Asheville, NC
Number of Clients: Declined to Provide
Tel: 877-321-2451
Email: bstinehour@digitalchalk.com
Internet: http://www.digitalchalk.com/LMS
DigitalChalk LMS

Pricing

What is the cost of your setup fees? (If you have multiple options, present them. If you have a “range”, then put it down, but state it depends on XYZ factors.)

- E-Commerce setup fee is $499; Active User setup fee is $1099

Set Up Fees Include:

- Full product training plus unlimited email and phone support for life.

How do you define pricing? If the pricing is different for internal vs B2B/B2C, indicate as such.

DigitalChalk declined to provide their approach to pricing.

Do you offer a “buy now”, “go now” live option, whereas a customer can buy the system using a credit card and then “technically” go live instantly.

- Yes.
For an implementation, is this client specific or general functionality? With or without other clients?

Client specific.

What is your uptime of your system? (i.e. “Our uptime is 99.4%)

99.9%.

How often do you release new functionality?

Signature function releases quarterly and enhancement releases monthly.

How often do you update the system? If it is continuous updates, state “continuous”. How often do you do maintenance on your LMS and how far in advance do you notify your customers?

The release process is continuous. In the event of any system maintenance where downtime is expected, administrators are notified 72 hours in advance.
How many HRIS/ERP systems can you interface with? What do you find to be the most often requested HRIS/ERP systems, that clients inquire about (regarding interface or connecting)?

Interface to multiple HRIS/ERP systems through our API. DigitalChalk did not identify the most requested HRIS/ERP systems.

Do you charge for integrations/interfaces with HRIS/ERP and other systems not listed? If yes, how do you calculate fees?

There is no extra charge for integrations to third-party systems.

What is on your roadmap for 2016? Please list no more than five items.

Enhancing the corporate student experience
Enhancing the ecommerce platform
Integrations with third-party products

What type of development process do you use? (Agile, Waterfall, Custom)

Agile.
What data center (server host) do you use (i.e. host your LMS). Examples: Amazon S3, Rackspace, etc.

Amazon Web Services

Does your data center and/or hosting facility have any certifications (i.e. SAS 70, PCI, ISO 27001, HIPAA)? If yes, please list.


I’m concerned about privacy issues and notice that the hosting site is in the United States. Does your hosting site have servers available in other countries?

Not at this time.

How often do you backup the data and what is your recovery process?

Data is backed up in near real time. DigitalChalk did not provide their recovery process.
DigitalChalk LMS

Security

Is the hosting facility SAE16 Type II - SOC1, SOC2 certified?
Yes, all the above.

Encryption. How will you protect credentials and data transmissions from detection while in transit to your application?
All traffic is encrypted using HTTPS.

Do you offer Single-Sign on capabilities (trusting an already-issued SAS web credential)?
Yes.

Is OAuth 2.0 used for secure connections?
DigitalChalk supports OAuth 2.0 connections to services for integration and for federated sign-on as enabled by the customer.
DigitalChalk LMS

Latest Features

Mobile Capabilities?
HTML5 delivery, Responsive.

Do you offer a coaching/mentoring capability within your system? If yes, how does it work?
There is a dedicated support team designated to help with any questions, or students technical questions.

Gamification? If yes, indentify the feature sets.
DigitalChalk does not offer this functionality.

Social features – What can the learner do or what is included in the social capability of your LMS? Select the top three or four.
DigitalChalk allows users to connect their social media accounts with the system allowing them to login with one click.
DigitalChalk LMS
Latest Features

What are your “content curation” features?
• Video content creation
• Instructor led training
• SCORM

Do you offer deep learning (aka predicative analysis)? If yes, what is it able to do within the system? In other words, what is its capabilities?
DigitalChalk does not offer this functionality.

Do you have xAPI? What about an LRS?
Yes on xAPI. No on LRS.

What are the analytics that system shows to the administrator?
DigitalChalk declined to provide information.
What do you offer in terms of compliance?

Licensing of different job roles with attendant review tools plus monitoring and reporting to managers, supervisors, head of compliance. Audit trails. Diagnostic tools to identify compliance and competence gaps and recommend or assign appropriate learning. And several other features.

Are you planning on adding any “new” compliance features in 2016?

Not at the present time.

What do you offer in terms of competencies?

Link to a career development framework and match competencies, skills, job level, and job role to available courses. Track skills/competencies by content. Mastery learning - course(s) can be set up to release content daily, or at a specified schedule.

Do you offer or include any talent management functionality within your LMS? If yes, please list the features. If it is an additional cost (i.e. the talent mgt.), please state as such.

No.
Based on your own data, what administration functions are used the most often? Please present up to four.

- Reports
- Notifications
- Discounts
- Customizing catalog

Do you provide training to administrators? If yes, is it free or fee based? Is it “live” via a webinar for example, or at a classroom or is it via pre-recorded videos? What is included in the training?

Training for administrators is included with the setup fee. It is a set of pre-recorded tutorials that walk the client through the system. Support is also available to the user by email or phone to walk them through any questions they may have.

How many reports are included in your LMS? Do you offer ad-hoc?

8 canned reports. Yes on ad-hoc. Most popular reports are:

- Account summary
- Student registration
- Detailed student

Do you have an administrator dashboard? If yes, what is “viewable” on the home page.

Yes, administrators have access to an page that allows them to work on courses, manage reports, notifications, discounts, promotions, and users.
How many people do you have in support? Do you have support agents that speak any other languages besides English? If yes, list the languages. Where are your support agents based (i.e. located)?

Five support agents. DigitalChalk did not provide information on whether support agents spoke any other language besides English. Support agents are based on the East coast (United States) and Europe.

What are the hours for support? Do you offer different types of support (i.e. basic is free, prem is $$$)? What is included in basic vs. premium? Is support only for administrators?

Support hours are 9:30am - 5:30pm EST and 1:30pm – 10:30pm London time. Support includes phone and email contact for every customer and their students.

Community site portal? If yes, what is included?

Support includes a knowledge base that you can search through for answer to your questions. DigitalChalk offers a blog that posts tutorials weekly, as well as video tutorials on YouTube and Vimeo.

What is the ratio of support tickets to number of clients?

.85 tickets per active customer per month
.01 tickets per active students per month
Axonify

Axonify is dedicated to using the latest research into brain science and cognitive learning to create a solution that solves the big problem all businesses experience: how to ensure employees retain knowledge and skills learned and apply them for improved job behavior and ultimately, achieve desired business objectives. To keep at the forefront of human learning and deliver training that’s designed for the way people learn best, Axonify works with brain science research leaders from the Faculty of Health at York University and the prestigious Rotman Research Institute at Baycrest, both in Toronto, Ontario, Canada.
What is the cost of your setup fees? (if you have multiple options, present them. If you have a “range”, then put it down, but state it depends on XYZ factors.

Base implementation fees are standard per customer (subject to change). Additional professional services are available (content creation, best-practices, consulting etc.) as required and priced accordingly. Axonify declined to provide the specific setup amount fee.

Setup fees include:

Setup fees range from standard implementation to full consulting engagements based on the needs and desires of the customer (launch packages, best practices, content design and development and more).

How do you define pricing? If the pricing is different for internal vs B2B/B2C, indicate as such.

Axonify is a cloud-based SaaS offering with a yearly subscription cost per user.

Do you offer a “buy now”, “go now” live option, whereas a customer can buy the system using a credit card and then “technically” go live instantly.

No.
For an implementation, is this client specific or general functionality? With or without other clients?

Axonify provides a SaaS solution, which uses a single code base for all customers worldwide. However, the implementation is tailored to each specific client.

What is your uptime of your system? (i.e. “Our uptime is 99.4%)

99.9%.

How often do you release new functionality?

Axonify releases new features every two to four weeks.

How often do you update the system? If it is continuous updates, state “continuous”. How often do you do maintenance on your LMS and how far in advance do you notify your customers?

Software updates and release notes are posted to the Axonify Customer Support Portal in advance of each release three days in advance of the release. Notification is also provided via email to administrators. Axonify did not provide their maintenance schedule nor how far in advance administrators are notified.
How many HRIS/ERP systems can you interface with? What do you find to be the most often requested HRIS/ERP systems, that clients inquire about (regarding interface or connecting)?

Axonify offers an integration API, that can be used to interface with other systems. Axonify offers technical deep dives into the API set, and guidance, but leaves the implementation with the customer.

Do you charge for integrations/interfaces with HRIS/ERP and other systems not listed? If yes, how do you calculate fees?

No.

What is on your roadmap for 2016? Please list no more than five items

Phase 2 of Discovery Zone, Business Results which is tying learning and behaviors through to business results; Predictive Modeling; Classroom Management; Inspections; Reports and enhancements in Analytics.

What type of development process do you use? (Agile, Waterfall, Custom)

Agile.
What data center (server host) do you use (i.e. host your LMS). Examples: Amazon S3, Rackspace, etc.

Amazon (did not specify whether it is S3 or RDS or both)

Does your data center and/or hosting facility have any certifications (i.e. SAS 70, PCI, ISO 27001, HIPAA)? If yes, please list.

Yes. SOC 1/SSAE 16/ISAE 3402 (formerly SAS 70 Type II), SOC2, FISMA, DIACAP, and FedRAMP, PCI DSS Level 1, ISO 27001, ITAR, FIPS 140-2

I'm concerned about privacy issues and notice that the hosting site is in the United States. Does your hosting site have servers available in other countries?

Yes, European Union (EU).

How often do you backup the data and what is your recovery process?

To protect against the loss of data the Axonify Data Tier leverages Amazon Web Services such as RDS and S3. The Axonify database is trickle replicated to the hot standby as well as a read replica in a geographic region.

In addition to the replication strategy, hourly snapshots are taken and electronically deposited in the disaster recovery region.
Axonify
Security

Is the hosting facility SAE16 Type II - SOC1, SOC2 certified?
Yes. Axonify uses AWS as a hosting facility, and has many certifications.

Encryption. How will you protect credentials and data transmissions from detection while in transit to your application?
Axonify protects all the data it collects on behalf of its customers. Axonify uses AES-256 bit encryption for data at rest and TLSv1+ for data in transit.

Do you offer Single-Sign on capabilities (trusting an already-issued SAS web credential)?
Yes.

Is OAUTH 2.0 used for secure connections?
Yes.
Axonify
Latest Features

Mobile Capabilities?
Responsive, Supports HTML5 courses, native apps for iOS and Android, full touch capability.

Do you offer a coaching/mentoring capability within your system? If yes, how does it work (no more than three sentences)
Axonify LeaderZone is a comprehensive tool that gives leaders and managers critical insights about employee knowledge and behaviors, helping them to work with their employees to drive knowledge growth, improve on-the-job behaviors and achieve business objectives. Platform provides analytics, social recognition and feedback capabilities.

Gamification:
Axonify supports both game-based play via app-like games (arcade, puzzle, brain teaser, memory enhancement, sport) as well as leaderboards, rewards points, auctions, levels, report cards, badges, challenge a friend and more.

Social Features:
Tell a Friend - Get reward points for claiming a user that hasn’t logged in for a number of days. Once you convince that user to login, you get reward points for each day they login over the next 15 days.
Game Challenges - Challenge a co-worker to bet your score for bragging rights, or wagering some reward points.
Discovery Zone - Ask a question. Crowd source answers to questions you have about learning topics at work. Newsfeeds, Awards, badges, top scores, answer streaks, graduations etc.
**Axonify**

**Latest Features**

**What are your “content curation” features?**

DiscoveryZone is a gamified, integrated community and resource library designed for employees to:

- Access reference materials, assets, and tools at the moment they need it — over the Internet or using App
- Contribute knowledge and information in a variety of media including video and audio clips, presentations and text.
- Rate each other’s contributions, and crowd source topics with their colleagues.
- Request new content according to their job needs.

**Do you offer deep learning (aka predicative analysis)? If yes, what is it able to do within the system? In other words, what is its capabilities?**

The Axonify Adaptive Learning Technology constantly evaluates employee progress and interactions with Axonify, identifying strengths and weaknesses, and adjusting learning content in real time to meet knowledge and behavior targets.

**Do you have xAPI? What about an LRS?**

Example: We have no plans for an LRS at this time. We have xAPI.

**What are the analytics that system shows to the administrator?**

Employee knowledge data such as individual or group knowledge levels on each topic; Raw data that can be downloaded into a spreadsheet application to generate organization-specific statistics; Results of surveys pushed out to learners; A wide range of data such as which games are most popular, which devices are used most frequently for learning, participation rates of each learner, and more.
Axonify
Compliance, Competencies, Talent

What do you offer in terms of compliance?

Administrators can assign certification and compliance programs to employees with set due dates and recurring dates. Managers are provided the option to access reports on certification and compliance.

Are you planning on adding any “new” compliance features in 2016? If yes, what are they? PLEASE just list (with commas as a separate item). For example, you may add a CPD mobile app.

No.

What do you offer in terms of competencies?

Axonify does not have any competency features.

Do you offer or include any talent management functionality within your LMS? If yes, please list the features. If it is an additional cost (i.e. the talent mgt.), please state as such.

No.
Based on your own data, what administration functions are used the most often? Please present up to four.

Creation of content, managing the programs and assignment of content, adding learners to the systems, groups, team etc., running and viewing reports

Do you provide training to administrators? If yes, is it free or fee based? Is it “live” via a webinar for example, or at a classroom or is it via pre-recorded videos? What is included in the training? (Please no more than three sentences)

Full training for administrators is provided as part of the implementation process. This is provided via webinar, documentation and access to Axonify Admin specific content on an Axonify training portal.

How many reports are included in your LMS? Do you offer ad-hoc?

30 canned reports. Yes, on ad-hoc.

Do you have an administrator dashboard? If yes, what is “viewable” on the home page.

Yes. Axonify did not provide specifics on what the administrator can view on the dashboard.
How many people do you have in support? Do you have support agents that speak any other languages besides English? If yes, list the languages. Where are your support agents based (i.e. located)?

One support agent. Support only in English. International support is provided through their International partners and is specific to geography. Axonify declined to provide where they support is located (as in theirs and not their international partners).

What are the hours for support? Do you offer different types of support (i.e. basic is free, prem is $$$)? What is included in basic vs. premium? Is support only for administrators?

Hours for support: Mon – Fri 9:00 – 5:00 (EST)
Levels: Premium – includes on-demand help desk and email support; Enterprise – includes on-demand help desk and email support as well as telephone support; Premium and Enterprise are an additional fee (separately).

Community site portal? If yes, what is included?

Axonify has a full community help desk portal. It includes product updates, how to’s, product videos, marketing updates and support articles.

What is the ratio of support tickets to number of clients?

Current ratio of support tickets is 1-2 tickets per customer per month. The large majority of these tickets are “how-to” questions, not product issues.
The BizLibrary experience centers around the frictionless delivery of content to your employees. We offer a comprehensive solution for organizations by blending the largest collection of online training videos with one of the easiest to use technology platforms on the market. When using our off-the-shelf content, clients benefit from a wide range of unique features such as course recommendations and user profiles which work together to create a personalized learning experience whereby content relevant to each end user is served up based upon their history, topic preferences and job role. We serve numerous clients with our platform only which is SCORM and AICC compliant, and is fully responsive for true anytime anywhere learning. Simple administrative functionality allows for easy administration of courseware, users and groups.

**E-Learning 24/7 Comment:** BizLibrary is part of a small sector of LMSs where courseware takes center stage and the LMS is included at no additional charge. The difference though is that BizLibrary continues to enhance and think forward with their LMS.
What is the cost of your setup fees?
There are no separate setup fees.

Setup fees include:
While there are no fees, setup includes administrative training both live virtual and video-based, marketing planning, goal setting, program consulting, and a wide range of other services as needed by clients. Some customization may include per project fees such as coding for site design, but nearly all clients use the built-in site builder to configure their own sites.

How do you define pricing? If the pricing is different for internal vs B2B/B2C, indicate as such.

Pricing is based upon a per-user per year basis. 3-year agreements are used as the standard agreement which yields the best price. Many clients opt for 2-year contracts and in rare circumstances there are 1-year agreements.

Do you offer a “buy now”, “go now” live option, whereas a customer can buy the system using a credit card and then “technically” go live instantly.

Yes. The service is called “BizFlix” it is a low-touch, self-service model. There are no contracts and the licenses are month-to-month.
For an implementation, is this client specific or general functionality? With or without other clients?

Client specific.

What is your uptime of your system? (i.e. “Our uptime is 99.4%)

99.9%.

How often do you release new functionality?

Quarterly with some enhancements coming more frequently.

How often do you update the system? If it is continuous updates, state “continuous”. How often do you do maintenance on your LMS and how far in advance do you notify your customers?

The system is updated at least once per quarter. One week’s notice is provided on any scheduled maintenance shutdowns.
How many HRIS/ERP systems can you interface with? What do you find to be the most often requested HRIS/ERP systems, that clients inquire about (regarding interface or connecting)?

ULTI PRO, Kronos, ADP, WorkSmart, Bamboo HR, Cornerstone, and a total of about 25.

Do you charge for integrations/interfaces with HRIS/ERP and other systems not listed? If yes, how do you calculate fees?

Standard integration is a flat, one-time, fee of $1,500 (USD).

What is on your roadmap for 2016? Please list no more than five items.

Add BoosterLearn (a newly acquired product from AKLearning to help end-users retain initial learning), on-going improvements to administration of system, addition of further big-data enhancements to improve speed of system, addition of more content to BizLibrary Collection and further refinements to end-user interface

What type of development process do you use? (Agile, Waterfall, Custom)

Custom – inspired by Agile.
What data center (server host) do you use (i.e. host your LMS). Examples: Amazon S3, Rackspace, etc.

Amazon AWS.

Does your data center and/or hosting facility have any certifications (i.e. SAS 70, PCI, ISO 27001, HIPAA)? If yes, please list.

https://aws.amazon.com/solutions/?nc2=h_ql_ny_livestream_blu A complete listing of all AWS security features and certifications can be found at the AWS website.

I’m concerned about privacy issues and notice that the hosting site is in the United States. Does your hosting site have servers available in other countries?

Yes. Via Amazon AWS global network.

How often do you backup the data and what is your recovery process?

Nightly back-up. Recovery is manual in the event something is needed.
BizLibrary LMS

Security

Do you offer Single-Sign on capabilities (trusting an already-issued SAS web credential)?
Yes.

Is OAUTH 2.0 used for secure connections?
Yes.

Is the hosting facility SAE16 Type II - SOC1, SOC2 certified?
https://aws.amazon.com/solutions/?nc2=h ql ny livestream blu
Please refer to AWS site for any questions.

Encryption. How will you protect credentials and data transmissions from detection while in transit to your application?
HTTPS

LMS Top 50 2016 Report
BizLibrary LMS
Latest Features

Mobile Capabilities?
Responsive, Supports HTML5 courses and fully touch responsive

Do you offer a coaching/mentoring capability within your system? If yes, how does it work (no more than three sentences)
Ask a coach is on the product roadmap for BoosterLearn in late 2016.

Gamification? If yes, identify the feature sets.
Badges, points. Leaderboards and SWAG are on the product roadmap for late 2016.

Social features – What can the learner do or what is included in the social capability of your LMS? Select the top three or four.
Social features include user generated comments on courses, user generated course ratings and sharing of courses, plus Social learning application as standard feature of content management upgrade to LMS.
What are your “content curation” features?

Custom tagging of courses by keyword and/or competencies, simple upload of custom videos into customized topics or libraries and ability to bundle custom and off-the-shelf content into curricula for end-users.

Do you offer deep learning (aka predicative analysis)? If yes, what is it able to do within the system? In other words, what is its capabilities?

System provides course recommendations based upon end-user learning history, user profile, job role, topic preferences and course assignments from administrators.

Do you have xAPI? What about an LRS?

No on xAPI and an LRS.

What are the analytics that system shows to the administrator?

Administrators have access to visual dashboard analytics that are highly configurable based upon their own specific needs.
<table>
<thead>
<tr>
<th>What do you offer in terms of compliance?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Audit trail, Tracking of On-The-Job, Continuing Professional Development (CPD) and other informal training activities, CPD/CEU Monitoring.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Are you planning on adding any “new” compliance features in 2016? If yes, what are they?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not at the present time.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>What do you offer in terms of competencies?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Link to a career development framework and match competencies, skills, job level, and job role to available courses. Track skills/competencies by course(s) and content. Allow managers to assess an employee’s existing skills.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Do you offer or include any talent management functionality within your LMS? If yes, please list the features. If it is an additional cost (i.e. the talent mgt.), please state as such.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Performance is a separate application for an additional fee. It includes performance reviews and a range of performance management features including reports and feedback.</td>
</tr>
</tbody>
</table>
Based on your own data, what administration functions are used the most often? Please present up to four.

Registering new users, assigning end users courses, setting up user groups and running a range of utilization reports.

Do you provide training to administrators? If yes, is it free or fee based? Is it “live” via a webinar for example, or at a classroom or is it via pre-recorded videos? What is included in the training? (Please no more than three sentences)

Yes – free. Combination of webinar, 1-1 virtual and online videos.

How many reports are included in your LMS? Do you offer ad-hoc?

30+ canned reports. Yes, on ad-hoc.

Do you have an administrator dashboard? If yes, what is “viewable” on the home page.

Yes – the view is highly configurable based upon needs of administrator. BizLibrary did not provide any specifics on what is viewable on the dashboard itself.
How many people do you have in support? Do you have support agents that speak any other languages besides English? If yes, list the languages. Where are your support agents based (i.e. located)?

15 support agents. Support agents are based in the United States. English only.

What are the hours for support? Do you offer different types of support (i.e. basic is free, prem is $$$)? What is included in basic vs. premium? Is support only for administrators?

Free support is offered for both end users and administrators. There is also “self-help” available in the system. Live help can be accessed via chat, e-mail or phone from 7:00 AM – 7:00 PM (Central time) Monday through Friday.

Community site portal? If yes, what is included?

Knowledge base, Q&A, courses can be shared and launched, forum/discussion board, customer community, ability to access videos and info for administrators and employees.

What is the ratio of support tickets to number of clients?

In 2015 less than ½ of 1% of all end users contacted support. As per client, ratio not defined.
Shift iQ is an open source cloud solution to deliver skills development and training programs.

Competency development and credentialing is our DNA. Create a competent and capable workforce using your training guides, competency assessments, SOPs, policies and procedures, courses, and other skills development materials.

- Open, multi-tenant platform
- Plays well with others
- Fast and friendly reporting
- Mobile first design
- Easy to get started

Verticals (no more than 4)
- Manufacturing
- Allied Healthcare
- Resources
- Professional EDU

Corporate Information

Headquarters:
Vancouver BC, Canada

Number of Clients: 70

Tel: +1 (888) 435-0981 x701
Email: alan.Roberts@shiftiq.com
Internet: www.shiftiq.com
Pricing

What is the cost of your setup fees?


Hosting includes backups, security monitoring, performance tuning, application upgrades, infrastructure updates

Setup fees include:

40 hours configuration services included in set up for free. Additional configuration charged at $6,000 for 40 hours of service as required. Configuration includes (but is not necessarily limited to): multi-tenant account set up, integration to 3rd party systems, security frameworks and localization.

How do you define pricing?

Free, open source license, monthly subscription based on number of learners.

Do you offer a “buy now”, “go now” live option, whereas a customer can buy the system using a credit card and then “technically” go live instantly.

Buy now / go live now.
For an implementation, is this client specific or general functionality?

Implementation and configuration is client specific.

What is your uptime of your system?

99.9%.

How often do you release new functionality?

Every six weeks, nine releases per year.

How often do you update the system? If it is continuous updates, state “continuous”. How often do you do maintenance on your LMS and how far in advance do you notify your customers?

System updated continuously. The maintenance schedule is monthly and customers are notified at least one week in advance.
How many HRIS/ERP systems can you interface with? What do you find to be the most often requested HRIS/ERP systems, that clients inquire about (regarding interface or connecting)?

SAP | Oracle | IBM Kenexa | Workday | Taleo

Do you charge for integrations/interfaces with HRIS/ERP and other systems not listed? If yes, how do you calculate fees?

For named vendors (see above) no charge. For vendors not listed fees start at $6,000 pre-paid for 40 hours of service.

What is on your roadmap for 2016?

Q1: Credentialing and skills gap analysis module based on PLARs
Q2: Linking PLARs to dynamic learning paths
Q3/4: International credentialing and skills passport

What type of development process do you use?

Agile.
What data center (server host) do you use (i.e. host your LMS).

USA: Rackspace
Canada: CWH/Pier 1
International: Pier 1

Does your data center and/or hosting facility have any certifications (i.e. SAS 70, PCI, ISO 27001, HIPAA)?

SAS 70
PCI
ISO 27001 (2)

I’m concerned about privacy issues and notice that the hosting site is in the United States. Does your hosting site have servers available in other countries?

Canada: CWH/Pier 1 | International: Pier 1

How often do you backup the data and what is your recovery process?

Hourly Backups
Resonable commercial efforts are used to recover data.
For hardware failure of any sort, guarantee to start replacing those parts in five minutes or less.
Is the hosting facility SAE16 Type II - SOC1, SOC2 certified?

SAE16 Type II
SOC2

Encryption. How will you protect credentials and data transmissions from detection while in transit to your application?

HTTPS://

Do you offer Single-Sign on capabilities (trusting an already-issued SAS web credential)?

Yes. Offers SSO with web credentials.

Is OAUTH 2.0 used for secure connections?

No.
Latest Features

Mobile Capabilities?
Responsive, On/Off synch, Native apps for iOS, Android, Windows 10, touch capability

Do you offer a coaching/mentoring capability within your system?
Online chat and communities enable admins and learners to connect with experts on topics ranging from how-to’s, to learning. Responses appear on community boards for all to see.

Gamification?
No.

Social features – What can the learner do or what is included in the social capability of your LMS? Select the top three or four.
None.
**Latest Features**

**F**

What are your “content curation” features? Please no more than three sentences.

Authoring -> Libraries -> Communities

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**A**

Do you offer deep learning (aka predicative analysis)? If yes, what is it able to do within the system? In other words, what is its capabilities?

Yes. Individual learning programs can be created and delivered to learners using a variety of data from PLARs, HR data and existing LMS records. Based on the heuristics applied, the system can provide recommendations for skills, courses and content.

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**C**

Do you have xAPI? What about an LRS?

Both LRS and xAPI.

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**T**

What are the analytics that system shows to the administrator?

All application home pages are data driven.
What do you offer in terms of compliance?
Shift IQ is a compliance and credentialing system to ensure workforces meet regulatory and compliance legislation, and ensure employees satisfy job requirements of their individual positions. Alignment to Federal and State compliance and minimum standards is in the DNA.

Are you planning on adding any “new” compliance features in 2016?
Shift IQ’s Skills Passport in and JobPass app delivered through the International Credential Evaluation Service (ICES).

What do you offer in terms of competencies?
Competency libraries, statements and competency management tools.

Do you offer or include any talent management functionality within your LMS? If yes, please list the features.
Performance management, performance assessments and compensation management.
Based on your own data, what administration functions are used the most often? Please present up to four.

Creating relationships between competencies and learning activities, delivering individual learning plans, learning assessments and reporting.

Do you provide training to administrators? If yes, is it free or fee based? Is it “live” via a webinar for example, or at a classroom or is it via pre-recorded videos? What is included in the training?

Onsite workshop $2000 per day
Online workshop $1000 per day

How many reports are included in your LMS? Do you offer ad-hoc?

20 configurable reports, to view, filter, sort and analyze compliance, learning activity, completion rates etc.

Do you have an administrator dashboard? If yes, what is “viewable” on the home page.

Dashboards are integrated into each app home page. Dashboards summarize status of learners, learning activities and learning records.
Support & Training

How many people do you have in support? Do you have support agents that speak any other languages besides English? If yes, list the languages. Where are your support agents based (i.e. located)?

15 support agents. Support agents speak English, French, German, Russian, Mandarin and Spanish. Support locations are in Canada and the United States.

What are the hours for support? Do you offer different types of support (i.e. basic is free, prem is $$$)? What is included in basic vs. premium? Is support only for administrators?

Basic includes e-mail and phone from 8 a.m. to 5 p.m. CT. Premium support plans such as 24/7 support also available.

Community site portal? If yes, what is included?

Knowledge base, discussion boards, ability to access videos and info for administrators.

What is the ratio of support tickets to number of clients?

Have a 1:1 phone call to ticket ratio. When a call, even like a follow up call is made to the help desk a ticket is logged, referenced and closed.
Our system was developed by learning professionals, and our focus is on ease-of-use, an intuitive interface, and the essentials of learning management. Torch LMS will save you many of the hassles and frustrations that are wide-spread in the LMS industry. Through our extensive experience and exhaustive research, we have developed a unique system that has set a new standard in the industry.

Torch LMS is an award-winning, best-of-breed learning management system that is usefully powerful and refreshingly intuitive. Our support team is fanatical about your success, and we treat you like a partner at every stage.

**Verticals (no more than 4)**
- Healthcare
- Manufacturing
- Construction
- Retail

**Corporate Information**

**Headquarters:**
**Number of Clients:** >100

**Tel:** (855) 867-2456
**Email:** info@torchlms.com
**Internet:** torchlms.com
Torch LMS

Pricing

What is the cost of your setup fees?

$3,000-$5,000

Setup fees include:

Hosting environment set up, virtual administrator training, standard site customizations, SSL, domain set up, project management.

How do you define pricing? If the pricing is different for internal vs B2B/B2C, indicate as such.

Pricing is based on the number of active user records; pricing starts at $30 per year (based on 500 users), and goes down as the number of users increases.

Do you offer a “buy now”, “go now” live option, whereas a customer can buy the system using a credit card and then “technically” go live instantly.

No.

LMS Top 50 2016 Report
For an implementation, is this client specific or general functionality? With or without other clients?

Customized, client-specific implementation services.

What is your uptime of your system? (i.e. “Our uptime is 99.4%)

99.9%.

How often do you release new functionality?

Ongoing (new features every month)

How often do you update the system? If it is continuous updates, state “continuous”. How often do you do maintenance on your LMS and how far in advance do you notify your customers?

Continuous. Customers are notified five business days in advance.
How many HRIS/ERP systems can you interface with? What do you find to be the most often requested HRIS/ERP systems, that clients inquire about (regarding interface or connecting)?

The APIs allow the system to integrate with virtually any HRIS/ERP (e.g., WorkDay, PeopleSoft, Active Directory).

Do you charge for integrations/interfaces with HRIS/ERP and other systems not listed? If yes, how do you calculate fees?

There is a charge for assistance/support for integration (one-time fee), but also allow custom self-service at no cost.

What is on your roadmap for 2016? Please list no more than five items.

New gamification and social features, expanded reporting/dashboard tools, increased configurability.

What type of development process do you use? (Agile, Waterfall, Custom)

Agile.
What data center (server host) do you use (i.e. host your LMS). Examples: Amazon S3, Rackspace, etc.

Amazon Web Services

Does your data center and/or hosting facility have any certifications (i.e. SAS 70, PCI, ISO 27001, HIPAA)? If yes, please list.

PCI, SOC 1/2/3, ISO 9001/27001/27017/27018, HIPPA, FERPA, ITAR, Section 508, FedRAMP, FISMA, NIST 800-171, DoD

I’m concerned about privacy issues and notice that the hosting site is in the United States. Does your hosting site have servers available in other countries?

Yes. Torch uses Amazon web services, which has data centers located all over the world.

How often do you backup the data and what is your recovery process?

Daily differential backups with transactional logs, Weekly full backups (two weeks onsite retention), Offsite data storage (one year offsite retention). Torch did not provide their recovery process.
<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
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<tbody>
<tr>
<td>Is the hosting facility SAE16 Type II - SOC1, SOC2 certified?</td>
<td>Yes</td>
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<tr>
<td>Encryption. How will you protect credentials and data transmissions from</td>
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<tr>
<td>detection while in transit to your application?</td>
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<td>Utilize Secure Sockets Layer (SSL) encryption technology to protect your</td>
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<td>private information while it's in transit via the Internet.</td>
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<td>Do you offer Single-Sign on capabilities (trusting an already-issued SAS</td>
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<tr>
<td>web credential)?</td>
<td>Yes (e.g., SAML)</td>
</tr>
<tr>
<td>Is OAUTH 2.0 used for secure connections?</td>
<td>Yes.</td>
</tr>
</tbody>
</table>
Torch LMS
Latest Features

Mobile Capabilities?
Responsive, supports HTML5 courses

Do you offer a coaching/mentoring capability within your system? If yes, how does it work (no more than three sentences)
Expert directory app.

Gamification? If yes, indentify the feature sets.
Earn points, totals, achievements, leaderboards.

Social features – What can the learner do or what is included in the social capability of your LMS? Select the top three or four.
Discussions, blogs, expert directory, communications tools
What are your “content curation” features? Please no more than three sentences. You can also do bullet points. Focus on the “best” capabilities.

- Extensive options for combining different activities: Example: author a quiz, combine it with an embedded YouTube video, and a PowerPoint (media and animations are retained).

Do you offer deep learning (aka predictive analysis)? If yes, what is it able to do within the system? In other words, what is its capabilities?

- Torch does not offer this functionality.

Do you have xAPI? What about an LRS?

- Yes, xAPI. No on LRS.

What are the analytics that system shows to the administrator?

- System admins can create customized dashboards with numerous widget types (metrics) and drilldown options.
What do you offer in terms of compliance?
Audit trail. Tracking of On-The-Job, Continuing Professional Development (CPD) and other informal training activities. Diagnostic tools. Licensing of different job roles with attendant review tools plus monitoring and reporting to managers, supervisors, head of compliance. Reporting on KPIs in a manner that regulatory bodies require. This is just a sampling of what Torch offers in terms of compliance features.

Are you planning on adding any “new” compliance features in 2016? If yes, what are they?
Not at the present time.

What do you offer in terms of competencies?
Skills tracking for users. Track skills/competencies by course(s) and/or content. Allow managers to assess an employee's existing skills. Allow learners to self-assess their existing skills. Mastery learning.

Do you offer or include any talent management functionality within your LMS? If yes, please list the features. If it is an additional cost (i.e. the talent mgt.), please state as such.
At no added cost, you can add a number of talent management features, including tracking skills, talent ratings, forms, integrations with performance tools, and more.
Based on your own data, what administration functions are used the most often? Please present up to four.

Reporting, assigning training, creating training content.

Do you provide training to administrators? If yes, is it free or fee based? Is it “live” via a webinar for example, or at a classroom or is it via pre-recorded videos? What is included in the training? (Please no more than three sentences)

Live web-based training during implementation (included with implementation fees); extensive on-demand training resources.

How many reports are included in your LMS? Do you offer ad-hoc?

Unlimited custom reports, including ad hoc reports.

Do you have an administrator dashboard? If yes, what is “viewable” on the home page.

Yes. Fully customizable, with numerous widget options (e.g., unique logins, percentage past due, total training credits, etc.)
How many people do you have in support? Do you have support agents that speak any other languages besides English? If yes, list the languages. Where are your support agents based (i.e. located)?

Torch did not provide the number of support agents. English only. Support agents are based in the United States and can expand as needed.

What are the hours for support? Do you offer different types of support (i.e. basic is free, prem is $$$)? What is included in basic vs. premium? Is support only for administrators?

Phone support for admins during business hours (7AM-6PM Mountain; weekdays).

Community site portal? If yes, what is included?

Knowledge base (best practices, documentation), extensive training resources, and more.

What is the ratio of support tickets to number of clients?

1:1 per month
The eXact learning Suite comprises a fully-fledged, enterprise-wide Learning Content Management System (eXact learning LCMS), a professional template-based authoring environment, comprising an advanced, local client application and a 100% web-based tool (eXact learning Packager and Online Editor) as well as an app to manage, deliver and track learning content through mobile devices (eXact learning Mobile).

eXact offers fully customizable and flexible tools that meet the client’s requirements in a manner that is the best fit for their circumstances.

**Verticals (no more than 4)**
- Pharma & Medical
- Military & Avionics
- Banking & Finance
- Public Administration

**Corporate Information**
- Headquarters: Genoa, Italy
- Customer Count: 35
- Tel: +390108177500; +18883243573
- Email: info@exactls.com
- Internet: www.exact-learning.com
What is the cost of your setup fees? (if you have multiple options, present them. If you have a “range”, then put it down, but state it depends on XYZ factors).

eXact offer two different licensing models: perpetual licensing and annual subscription. Fees can vary significantly depending on client’s needs, sizing, number of users and functional scenarios that will be covered. For example, $50,000 USD is an average entry level for an annual LCMS implementation for a team of three authors.

Setup fees include:
- Software Licenses (eXact learning LCMS server license, content authors licenses (client + web-based + HTML templates library), student licenses)
- Support & Maintenance services (various SLA including 24/7 phone support)
- Hosting (within eXact Data Centre or through Rackspace)
- Implementation services (Consulting, Training, PM, optional integrations development etc...)

How do you define pricing? If the pricing is different for internal vs B2B/B2C, indicate as such.

Tailors pricing according to each customer’s need and circumstances. In general, there is a volume discount approach according to how many licenses (both content authors and content consumers) are being purchased. The pricing is the same regardless if you are internal or not.

Do you offer a “buy now”, “go now” live option, whereas a customer can buy the system using a credit card and then “technically” go live instantly. Think like a self-service gas/petrol station.

No.
For an implementation, is this client specific or general functionality? With or without other clients?

Each implementation is client specific and is based on the delivery of the standard products. The deployment is followed by the professionals remotely and at customer’s premises. eXact follows a standard procedure that is part of the eXact methodology.

What is your uptime of your system? (i.e. “Our uptime is 99.4%)

eXact learning LCMS is not a SaaS platform, so uptime depends on hosting environment.
eXact partners with Rackspace International and guarantees a 99.9% uptime of the environment

How often do you release new functionality?

Normally, 3/4 times a year for all the modules of the Suite

How often do you update the system? If it is continuous updates, state “continuous”. How often do you do maintenance on your LMS and how far in advance do you notify your customers?

Normally, updates take place after major patches and/or new releases. Updates to latest releases are planned client by client.
How many HRIS/ERP systems can you interface with? What do you find to be the most often requested HRIS/ERP systems, that clients inquire about (regarding interface or connecting)?

eXact’s learning LCMS is based on a SOA. It can be integrated with any third-party system (including HRIS/ERP) via APIs.

Do you charge for integrations/interfaces with HRIS/ERP and other systems not listed?

All kind of integrations are provided on a project basis. The fee is calculated according to the scope of the project itself. Connection between eXact’s system and the third-party one is permitted through the use of APIs.

What is on your roadmap for 2016? Please list no more than five items.

- cmi5 integration
- Proprietary LRS
- DM Model – documental model that allows for the total integration, ingestion and repurposing of document files such as those from Microsoft Office.

What type of development process do you use? (Agile, Waterfall, Custom)

Agile with some modifications that optimize the sharing of tasks and information amongst teams spread internationally.
What data center (server host) do you use (i.e. host your LMS). Examples: Amazon S3, Rackspace, etc.

With regard to server host, eXact offers two main possibilities to the customers. The solution can be hosted within eXact’s data center in Italy (located within Fastweb facilities) or by Rackspace’s servers.

Does your data center and/or hosting facility have any certifications (i.e. SAS 70, PCI, ISO 27001, HIPAA)? If yes, please list.

eXact’s hosting facilities are compliant with SAS 70 and ISO/IEC 27001.

I’m concerned about privacy issues and notice that the hosting site is in the United States. Does your hosting site have servers available in other countries?

eXact partners with Rackspace and offers several data centers around the world (UK, Hong Kong, Australia).

How often do you backup the data and what is your recovery process?

The default schedule is weekly full and daily differential backups with retention rates of two or four weeks. Incremental backups are available upon request.
Is the hosting facility SAE16 Type II - SOC1, SOC2 certified?
Yes, Rackspace offers such kind of certification.

Encryption. How will you protect credentials and data transmissions from detection while in transit to your application?
The SSL VPN services allow the connection encryption to the resources of their data center by HTTPS protocol. Appropriate firewall rules and security policies allow the communication between users and resources.

Do you offer Single-Sign on capabilities (trusting an already-issued SAS web credential)?
Yes.

Is OAUTH 2.0 used for secure connections?
No.
eXact learning

Latest Features

Mobile Capabilities?

Offers a native app for iOS and Android that is used to deliver courses and training. It’s features include responsive, full touch, on/off synch, tracking and access to the catalog.

Do you offer a coaching/mentoring capability within your system? If yes, how does it work?

No.

Gamification? If yes, indentify the feature sets.

No.

Social features – What can the learner do or what is included in the social capability of your LCMS?

No.
What are your “content curation” features?
Learner can add video, images, content (via the web, including links), content via file (uploaded) to their profile page or some other page in the system, Learner can share any content with a single learner, multiple learners, shared groups or in an area or section designated for curation, Learners can leave comments, make suggestions, rank/rate any content.

Do you offer deep learning (aka predicative analysis)? If yes, what is it able to do within the system? In other words, what is its capabilities?
No

Do you have xAPI? What about an LRS? LEAVE BLANK DATA WILL BE EXTRACTED FROM YOUR RFI. Unless you do not have it – but plan to have it by end of 2016.
Yes, xAPI. Currently, they are using a third party LRS. In 2016, they plan to implement their own LRS.

What are the analytics that system shows to the administrator?
The system offers information and historical reports on SCORM 1.2 and 2004 packages, detailing how each learner has interacted with the content.
What do you offer in terms of compliance?

CFR21 Part 11, Audit Trail, Digital signature in system, Digital signature capability on mobile device, Workflow feature sets, Auditable compliance reports, Diagnostic tools to identify compliance and competence gaps and recommend or assign appropriate learning, Reporting on KPIs in a manner that regulatory bodies require.

Are you planning on adding any “new” compliance features in 2016? If yes, what are they? PLEASE just list (with commas as a separate item). For example, you may add a CPD mobile app.

No.

What do you offer in terms of competencies?

Import skill dictionaries and job definitions and link definitions to competencies, Link to a career development framework and match competencies, skills, job level, and job role to available courses,

Do you offer or include any talent management functionality within your LMS? If yes, please list the features. If it is an additional cost (i.e. the talent mgt.), please state as such.

No.
Based on your own data, what administration functions are used the most often? Please present up to four.

Creation of Learning Objects (LO), creation of new projects, assigning workflow to a material, generate reports, assigning metadata/tags to content.

Do you provide training to administrators? If yes, is it free or fee based? Is it “live” via a webinar for example, or at a classroom or is it via pre-recorded videos? What is included in the training?

Training is included to administrators for free. Training can be provided via a webinar or at a customer’s location. Training covers all the functionalities of the platform, from set up of the environment to creation and final delivery of the content.

How many reports are included in your LCMS? Do you offer ad-hoc?

Several reports are available both at the production and delivery level, including content utilization within projects, courses, workflows etc. These reports can be easily exported in .csv file. Ad-hoc reports are available on a project basis.

Do you have an administrator dashboard? If yes, what is “viewable” on the home page.

Yes, the administrator is able to keep track of relevant domains, projects, courses and tasks. Interactive charts display additional useful information, such as users’ access.
How many people do you have in support? Do you have support agents that speak any other languages besides English? If yes, list the languages. Where are your support agents based (i.e. located)?

Five support agents. Besides English, they support Italian and French. Agents are based in the US, Italy, Romania and India.

What are the hours for support? Do you offer different types of support (i.e. basic is free, prem is $$$)? What is included in basic vs. premium? Is support only for administrators?

eXact provides support services through two different SLAs: Silver and Platinum. The latter offering an additional 24/7 phone support. Support is provided to administrators and main stakeholders involved in the project.

Community site portal? If yes, what is included?

Yes. eXact learning club is the community where users can discuss and interact with the eXact team. Includes news, walkthroughs, releases, suggestions, among other items.

What is the ratio of support tickets to number of clients?

In 2015, Support team dealt on average, with 22 tickets per client.
WBT Systems is one of the leading providers of learning solutions across the globe, helping organizations to build and improve their education and certification programs since 1995. TopClass, our world-class Learning Management System, provides these organizations the power and flexibility to get the most out of their learning programs. TopClass is an intuitive, complete and proven LMS that adapts to fit our customer’s needs and processes, and enables them to:

- Attract and engage learners and apply proven adult learning principles with ease to achieve measurable outcomes.
- Generate additional revenue from their learning catalog and events.
- Simplify, automate and improve the management of continuing education and certification programs.
- Seamlessly sync information with their AMS, HRIS/ERP, website, and other systems to provide an inclusive, consistent, and personalized experience for learners.

TopClass has over 5 million users and is used in 20 languages across 23 countries. Many of WBT Systems’ customers have grown with the company over our 20 years in business, due to our experienced team, excellent implementation track record, and flexibility in all we do: approach, product, pricing and services.
TopClass LMS

Pricing

What is the cost of your setup fees? (if you have multiple options, present them. If you have a “range”, then put it down, but state it depends on XYZ factors.)
For TopClass Now!, from $5,000 to $1,0000, depending on integration needs (SSO, AMS/HRIS, etc.)
For TopClass, depends on individual customizations and integrations.

Setup fees include:

Project kick-off and planning, requirements analysis (if needed), installation and configuration of TopClass, customizations and integrations (if needed), WBT testing, installation in UAT, training and UAT support, installation in production environment and go live support, project management.

How do you define pricing? If the pricing is different for internal vs B2B/B2C, indicate as such.

WBT has a flexible licensing policy that caters for various audiences. License, support and maintenance pricing based on standard pricing models for each market. Standard pricing models include perpetual license fees and associated annual maintenance, monthly fee per user, pay-per-use models. Services are priced based on effort required.

Do you offer a “buy now”, “go now” live option, whereas a customer can buy the system using a credit card and then “technically” go live instantly.
No.
For an implementation, is this client specific or general functionality? With or without other clients?

WBT typically provide full service implementation. This is included in the initial setup & configuration fee, and is client-specific.

What is your uptime of your system? (i.e. “Our uptime is 99.4%)

99.5%.

How often do you release new functionality?

There are usually three updates per year.

How often do you update the system? If it is continuous updates, state “continuous”. How often do you do maintenance on your LMS and how far in advance do you notify your customers?

For TopClass LMS customers, updates are optional (client decides if they want updates or not). During an upgrade, the system is typically down between one and four hours. The scheduling of the upgrade window is always mutually agreed in advance with our customers.
How many HRIS/ERP systems can you interface with? What do you find to be the most often requested HRIS/ERP systems, that clients inquire about (regarding interface or connecting)? Integrations have included SAP, PeopleSoft, Workday, Oracle, ADP and others. The open XML API and database bridges allow for 2-way integration with HRIS and ERP platforms. WBT did not identify what is the most often requested HRIS/ERP that clients inquire about.

Do you charge for integrations/interfaces with HRIS/ERP and other systems not listed? If yes, how do you calculate fees?

Yes. Fees are calculated based on integration effort required for each system that WBT has not interfaced with at some point in the past (example: Your ERP is WidgetWild. WBT has never interfaced with it before. Thus a fee will be charged do create the interface).

What is on your roadmap for 2016? Please list no more than five items.

- Digital badges and Leaderboards
- Clustering
- LRS integration

What type of development process do you use? (Agile, Waterfall, Custom)

R&D: Agile
Services: Waterfall
What data center (server host) do you use (i.e. host your LMS). Examples: Amazon S3, Rackspace, etc.

Amazon Web Services

Does your data center and/or hosting facility have any certifications (i.e. SAS 70, PCI, ISO 27001, HIPAA)? If yes, please list.

https://aws.amazon.com/compliance/

I’m concerned about privacy issues and notice that the hosting site is in the United States. Does your hosting site have servers available in other countries?

Yes. Canada, Europe, Australia.

How often do you backup the data and what is your recovery process?

User data (media, configuration, etc.) are backed up daily using a full backup. All backups are done to an Amazon S3 data store. WBT did not provide their recovery process.
TopClass LMS
Security

Is the hosting facility SAE16 Type II - SOC1, SOC2 certified?
Yes, AWS is certified as outlined here: https://aws.amazon.com/compliance/ “Amazon Web Services publishes a Service Organization Controls 1 (SOC 1), Type II report. The audit for this report is conducted in accordance with AICPA: AT 801 (formerly SSAE 16) and the International Standards for Assurance Engagements No. 3402 (ISAE 3402)...” “In addition to the SOC 1 report, AWS publishes a Service Organization Controls 2 (SOC 2), Type II report.”

Encryption. How will you protect credentials and data transmissions from detection while in transit to your application?
TopClass can be secured with AES256 bit browser-based encryption.

Do you offer Single-Sign on capabilities (trusting an already-issued SAS web credential)?
Yes SSO is provided. To date a number of authentication methods and SSO options have been implemented, these include: SAML 2.0 IDP initiated authentication.

Is OAUTH 2.0 used for secure connections?
No.
TopClass LMS
Latest Features

Mobile Capabilities?
Responsive with touch capability.

Do you offer a coaching/mentoring capability within your system? If yes, how does it work (no more than three sentences.)
WBT does not have this functionality.

Gamification? If yes, identify the feature sets.
Digital Badges, points, and leaderboards

Social features – What can the learner do or what is included in the social capability of your LMS? Select the top three or four.
Discussion Forums can be tied to a specific course, group, certification program, or set of users.
Learners can rank/rate content.
Can register and sign-in with social media account.
Customers can include their Twitter/Facebook feed on portal.

LMS Top 50 2016 Report
TopClass LMS
Latest Features

What are your “content curation” features?
TopClass does not offer this functionality.

Do you offer deep learning (aka predicative analysis)? If yes, what is it able to do within the system? In other words, what is its capabilities?
The system can provide recommendations / learning paths based on skills analysis.

Do you have xAPI? What about an LRS? LEAVE BLANK DATA WILL BE EXTRACTED FROM YOUR RFI. Unless you do not have it – but plan to have it by end of 2016.
Yes, have xAPI. Planning to add LRS integration by end of 2016.

What are the analytics that system shows to the administrator?
The system has a vast array of reports and can provide graphical representation of the data.
What do you offer in terms of compliance?
CFR21 Part 11. Audit Trail. Workflow features (Configurable manager approval / Re-certification process / Automatic notifications and escalations process). Licensing of different job roles with attendant review tools plus monitoring and reporting to managers, supervisors, head of compliance. Tracking of On-The-Job, Continuing Professional Development (CPD) and other informal training activities. Enrollment rules to auto assign content/courses to employees. Diagnostic tools to identify compliance and competence gaps and recommend or assign appropriate learning. Full multi-CE credit type management and tracking module. Auditable compliance reports could be added as custom report. The product supports digital signatures (required for CFR21 Part 11).

Are you planning on adding any “new” compliance features in 2016? If yes, what are they?
No.

What do you offer in terms of competencies?
Import skill dictionaries and job definitions and link definitions to competencies. Link to a career development framework and match competencies, skills, job level, and job role to available courses. Track skills/competencies by course(s). Track skills/competencies by content (watching videos, reading docs. etc). Allow managers to assess an employee's existing skills. Allow learners to self-assess their existing skills.

Do you offer or include any talent management functionality within your LMS? If yes, please list the features. If it is an additional cost (i.e. the talent mgt.), please state as such.
Skill gap analysis
TopClass LMS
Administration Functions

Based on your own data, what administration functions are used the most often? Please present up to four.

Running reports, Course/Tests creation and maintenance, Catalog maintenance

Do you provide training to administrators? If yes, is it free or fee based? Is it “live” via a webinar for example, or at a classroom or is it via pre-recorded videos? What is included in the training? (Please no more than three sentences)

Full LMS administrator training is included in the initial set-up fee. Training is “live” via webinar, and includes a full walkthrough of all administrative features, tailored for the use-cases required by the customer.

How many reports are included in your LMS? Do you offer ad-hoc?

23 canned reports. Custom reports can be created and added to repository by customers. No Ad-hoc reports. However, they can provide read-only access to database so customers can run own queries/extracts.

Do you have an administrator dashboard? If yes, what is “viewable” on the home page.

Yes. Learning Activities pie chart, Recent Activities List, Pinned activities list, Latest news, System Usage (last 30 days), Activity Keyword word cloud.

LMS Top 50 2016 Report
How many people do you have in support? Do you have support agents that speak any other languages besides English? If yes, list the languages. Where are your support agents based (i.e. located)?

4 support agents. English-speaking only, based Dublin, Ireland, for systems hosted by WBT on the Cloud, or hosted by customers behind their firewall. Hosting partner location (US, Canada, Sweden, Australia) for systems hosted by hosting partners.

What are the hours for support? Do you offer different types of support (i.e. basic is free, prem is $$$)? What is included in basic vs. premium? Is support only for administrators?

Support hours are provided between 9am GMT to 5pm ET. Support costs are included in the annual maintenance fee (perpetual license models) or the monthly fee (subscription and pay-per-use models). Clients receive access to a web portal, an email address, and phone number to log/track tickets. Full LMS administrator training is included. 24/7/365 support can be provided based on SLA (extra cost).

Community site portal? If yes, what is included?

No.

What is the ratio of support tickets to number of clients?

On average, customers log less than 1 ticket per month and a significant percentage of these tickets are simple "how to" questions.
Whether you are a new hire perfecting your sales pitch, or a manager preparing for a tough conversation; on the job skills are best learned by doing. This fundamental shift towards action has quickly made LearnCore the #1 video role playing and coaching training platform for enterprises. Unlike other LMS’s that focus on passive consumption & regurgitation, LearnCore gives Learners the ability to apply the hard knowledge and develop their personal soft skills they’ll need in the field before wasting opportunities on prospects. Some of the world’s most innovating enterprises like Box.com, Verizon, AOL, Twitter, etc use LearnCore to accelerate new hire proficiency, create consistent communication across offices, and develop front line coaches.

Verticals (no more than 4)

- Sales Enablement / Productivity
- Technology
- Financial Services
- Healthcare Sales

Corporate Information

Headquarters: Not disclosed
Customer Count: 100+ Businesses
100,000+ users

Tel: 312 – 533 - 4736
Email: ryan@learncore.com
Internet: www.learncore.com

2 min explainer: http://success.learncore.com/ll-learncore-video
Demo Video: Upon request. We release features so fast, we want to make you are seeing the most up to date version of the platform.
LearnCore – The Sales LMS

Pricing

What is the cost of your setup fees? (if you have multiple options, present them. If you have a “range”, then put it down, but state it depends on XYZ factors.

$0 set up fees. LearnCore is a Cloud service, not an install. All fees are baked into the user’s subscription fee and can be considered “out-the-door”.

Setup fees include:

N/A – No set up fees.

How do you define pricing? If the pricing is different for internal vs B2B/B2C, indicate as such.

The most up to date pricing can be found here: http://learncore.com/pricing/  LearnCore builds its fees off of an “all-in” Per User Per Year subscription fee. Internal training accounts start at $7/user/month and get more expensive based on the features and additional services needed. B2C pricing typically starts at $3/ Active User/month.

Do you offer a “buy now”, “go now” live option, whereas a customer can buy the system using a credit card and then “technically” go live instantly.

No.
LearnCore – The Sales LMS
Implementation, Uptime, Roadmap, Updates

For an implementation, is this client specific or general functionality? With or without other clients?

Customers are appointed a dedicated LearnCore Client Strategist to run training, and help build your roll out plan. This is a key differentiator; the LearnCore reps are heavily incentivized to create strong engagement. With your permission, they take a very proactive role to ensure goals are being achieved. Each Strategist was a former Trainer at their prior company.

What is your uptime of your system? (i.e. “Our uptime is 99.4%)

99.5%.

How often do you release new functionality?

LearnCore regularly releases updates every 2 weeks.

How often do you update the system? If it is continuous updates, state “continuous”. How often do you do maintenance on your LMS and how far in advance do you notify your customers?

Regular feature upgrades are scheduled for every 2 weeks typically done in the middle of the night. All customers are notified at last 48 hours in advance. System wide migrations or other patches are rolled up based on the severity.
LearnCore – The Sales LMS

Additional Insight

How many HRIS/ERP systems can you interface with? What do you find to be the most often requested HRIS/ERP systems, that clients inquire about (regarding interface or connecting)?

LearnCore has a strong connection and integrates with Salesforce.com. It blends both LearnCore training data with actual Salesforce sales performance data.

Do you charge for integrations/interfaces with HRIS/ERP and other systems not listed? If yes, how do you calculate fees?

LearnCore only charges for something that is custom to a specific customer. 90%+ of customers have been able to use the “plug-n-play/Autoconnectors” options for user management. Fees are developed based on the integration at hand, and most fall within $2,500 - $10,000 1 time fee range.

What is on your roadmap for 2016? Please list no more than five items.

• Introduction of a Hierarchy to User Management. Course assignment and reporting can be driven by tiers.
• Tagging (metadata tags) allowing admins to build reports based off higher level concepts; not just course work.
• Growing LearnCore’s Footprint through Integrations – sfdc.com, slack, Chrome extension
• Screencasting video tool for reps to give demos.

What type of development process do you use? (Agile, Waterfall, Custom)

Agile.

LMS Top 50 2016 Report
LearnCore – The Sales LMS

Data Centers

What data center (server host) do you use (i.e. host your LMS). Examples: Amazon S3, Rackspace, etc.

AWS

Does your data center and/or hosting facility have any certifications (i.e. SAS 70, PCI, ISO 27001, HIPAA)? If yes, please list.

ISO 27001; ISO 27017; ISO 27018; Multi-Tier Cloud Security Standard Level 3 CSP
More here: https://aws.amazon.com/compliance/published-certifications/

I'm concerned about privacy issues and notice that the hosting site is in the United States. Does your hosting site have servers available in other countries?

Yes, LearnCore can filter all account level traffic to specific hosting facilities worldwide, however, additional fees apply based on the required countries.

How often do you backup the data and what is your recovery process? (Please no more than three sentences – just high level)

Backups are made nightly, and each back up is stored for at least 6 months.
Infrastructure is set up with real-time Geo-failover for catastrophic geographical events; and regularly passes a full “shut-down” event to back up in under 4hrs.
LearnCore – The Sales LMS

Security

Is the hosting facility SAE16 Type II - SOC1, SOC2 certified?
Yes; SOC 3 Certified:
https://d0.awsstatic.com/whitepapers/compliance/soc3_amazon_web_services.pdf

Encryption. How will you protect credentials and data transmissions from detection while in transit to your application?
Passwords are salted and hashed using SHA-512.
At Rest: Data is either encrypted or protected through required authentication.
In transit: All traffic is over SSL / TLS.

Do you offer Single-Sign on capabilities (trusting an already-issued SAS web credential)?
Yes, LearnCore supports SAML2.0 + SCIM protocols with IDPs like Okta, OneLogIn.
As well as Oauth verification with Google; and Salesforce.

Is OAUTH 2.0 used for secure connections?
Yes for Google, and Salesforce.
LearnCore – The Sales LMS

Latest Features

Mobile Capabilities? (Example: Responsive, On/Off synch). Native app support (i.e. iOS, Android, Kindle Fire, Windows 10 or web apps; Swipe option (I can swipe between screens) touch capability – i.e. I can use my fingers to select courses, pick courses in catalog, so forth – this would be for any touch device including desktops, laptops too)

Fully featured Learner-side native iOS app for both iPads and iPhones. Mobile ready salesforce app through the salesforce1 app. 100% touch screen, and iPad web compatible as well.

Do you offer a coaching/mentoring capability within your system? If yes, how does it work (no more than three sentences)

Yes. Pitch IQ the global leader in video roleplaying and coaching between managers2reps, and rep2rep. Admins assign one of these simulated scenarios to reps to practice, review and submit their pitch, to their peers and manager for scoring and feedback. Some tangible examples: Give the elevator pitch; respond to this irate customer over email; give a demo of the new platform; give me your best cold call... etc.

Gamification? If yes, indentify the feature sets.

Yes. Leaderboards are displayed around the site to install some competition among peers. Learners can earn virtual accolades, and keep them in their “Trophy Case”. Accolades are printable in a certificate format. In addition to the scoring and leaderboards, Admin’s can highlight the best Pitch IQ’s for sharing and special call outs.

Social features – What can the learner do or what is included in the social capability of your LMS? Select the top three or four.

Every course comes with a private social channel. Pitch IQ is also heavy on collaboration where peers and managers can leave feedback and scoring. Admins can also share pitches in emails, to sfdc chatter, etc.
LearnCore – The Sales LMS

Latest Features

**What are your “content curation” features?** Please no more than three sentences. You can also do bullet points. Focus on the “best” capabilities.

- MSFT docs, PDF’s, videos, HTML5, captivate articulate, mp4’s, mp3’s, googledocs, Author via rich text formatter, author via webcam, author via video over slides, and more.

**Do you offer deep learning (aka predicative analysis)?** If yes, what is it able to do within the system? In other words, what is its capabilities?

No.

**Do you have xAPI? What about an LRS?**

No.

**What are the analytics that system shows to the administrator?** (In this section – if you want to include screen shots, please place them either on a separate document, or include with your response as separate files.)

All fields can have analytics attached. The data can be compared across users, groups, courses, curricula, and then push it Salesforce so admins can see the real results. LearnCore also offers detail analytics around testing and Skills data.
LearnCore – The Sales LMS
Compliance, Competencies, Talent

What do you offer in terms of compliance?
None

Are you planning on adding any “new” compliance features in 2016? If yes, what are they? PLEASE just list (with commas as a separate item).
No

What do you offer in terms of competencies?
N/A

Do you offer or include any talent management functionality within your LMS? If yes, please list the features. If it is an additional cost (i.e. the talent mgt.), please state as such.
Pitch IQ is known as the Front Line Manager’s Best Friend. It's used daily to improve employee skills. These simulations are used in 1:1’s.
LearnCore – The Sales LMS

Administration Functions

Based on your own data, what administration functions are used the most often? Please present up to four.

Automation – bulk functions for course assignment, due dates, grouping, curriculum building, etc.
Custom Reporting Exports – Build your own report from the databank
Pitch IQ Coaching reviews – managers watch, score, and provide feedback to their reps based on simulations.

Do you provide training to administrators? If yes, is it free or fee based? Is it “live” via a webinar for example, or at a classroom or is it via pre-recorded videos? What is included in the training? (Please no more than three sentences)

Yes – Admins will have access to a dedicated virtual (USA based) live Client Strategist human whose mission is to gain strong adoption and week over week adoption. No additional costs.

How many reports are included in your LMS? Do you offer ad-hoc?

Unlimited reports can be pulled from within the system. Ad-hoc reports can be handled on a one off basis, and fees may apply pending the ask.

Do you have an administrator dashboard? If yes, what is “viewable” on the home page.

Yes – reporting - Both detailed and account overview stats. Ability to configure and customize. Each have the ability to drill down to the user level.
LearnCore – The Sales LMS
Support & Training

How many people do you have in support? Do you have support agents that speak any other languages besides English? If yes, list the languages. Where are your support agents based (i.e. located)?

English only. All Chicago based. Each account will have 1 dedicated rep to help with both roll out strategy, as well as any random issues that come up.

What are the hours for support? Do you offer different types of support (i.e. basic is free, prem is $$$)? What is included in basic vs. premium? Is support only for administrators?

Included: phone and email support during normal business hours. Average issue raised is usually answered within two hours. Premium support is offered if client requests.

Community site portal? If yes, what is included?

Yes, all clients have access to this.

What is the ratio of support tickets to number of clients?

LearnCore did not provide a ratio.
Inquisiq R4 is a web-based SCORM compliant (1.2 and 2004) Learning Management System for small to medium sized businesses. As an enterprise LMS, Inquisiq allows for a high degree of automation in groups, enrollments, email reminders, and reports.

Inquisiq is available in a monthly SaaS model (with no setup fees) or as an installed or hosted unlimited user license.

Using Inquisiq and its award winning, easy to use interface to deploy and track training saves times and makes training initiatives more effective.

Inquisiq is an enterprise LMS at a lite LMS price.

Verticals (no more than 4)
- Manufacturing
- Associations
- Healthcare

Corporate Information

Headquarters: Pasadena, MD
USA
Number of Clients: Approx. 600
Tel: 410-975-9440
Email: ernie.wagner@icslearninggroup.com
Internet: www.inquisiqr4.com
LMS Demo: http://www.inquisiqr4.com/request-a-live-demo/
Inquisiq R4 LMS

Pricing

What is the cost of your setup fees?

Inquisiq R4 is available two ways: 1) A Monthly SaaS Account with no setup fees and no long term contract OR 2) A Hosted or Installed Perpetual License

Setup fees include:

SaaS pricing is dependent on the number of users with the client. A monthly report is run and the client is billed accordingly. Support and maintenance (including software upgrades) is included.

How do you define pricing? If the pricing is different for internal vs B2B/B2C, indicate as such.

The perpetual license is a one-time purchase for unlimited users forever. ICS Learning Group can host (most popular option) or client can host on their own servers behind their firewall. The only other cost would be the annual support and maintenance, which is optional. One time cost for ISC Hosted Solution is $14,950. Annual Support and Maintenance is $1,950.

Do you offer a “buy now”, “go now” live option, whereas a customer can buy the system using a credit card and then “technically” go live instantly.

No.
For an implementation, is this client specific or general functionality? With or without other clients?

Each client receives their own portal and unique URL, however the software functionality is the same across the board. Custom development is available if needed.

What is your uptime of your system? (i.e. “Our uptime is 99.4%)

99.9%.

How often do you release new functionality?

Release new builds with new functionality approximately twice a year.

How often do you update the system? If it is continuous updates, state “continuous”. How often do you do maintenance on your LMS and how far in advance do you notify your customers?

The SaaS system is off-line for approximately 15-30 minutes during the upgrade process. SaaS upgrades are normally performed late at night and weekends to minimize disruption. Likewise, a client’s installed solution is taken offline for 15-30 minutes to perform the upgrade and is scheduled based on the preferences of the client.
How many HRIS/ERP systems can you interface with? What do you find to be the most often requested HRIS/ERP systems, that clients inquire about (regarding interface or connecting)?

If installed on the client’s servers, Inquisiq can be linked with Active Directory and integrate with their network to pull all their user data. To interface with other HRIS/ERP systems, there may be some other required custom setup.

Do you charge for integrations/interfaces with HRIS/ERP and other systems not listed? If yes, how do you calculate fees?

To connect to other custom interfaces, clients can use the built-in API.

What is on your roadmap for 2016? Please list no more than five items.

Product upgrades include: enhanced automation and interface configurability, social learning, mobile responsive design.

What type of development process do you use?

Agile.
What data center (server host) do you use (i.e. host your LMS):

Amazon webserver / database servers

Does your data center and/or hosting facility have any certifications?

HIPAA, PCI, ISO 9001, ISO 27001, ISO 27017, ISO 27018, EU Data Protection, SOC, RedRAMP, DoD CSM, Data Privacy, FERPA, CJIS, NIST, FIPS, ITAR, DIACAP, MPAA, CSA, FSA, G-Cloud, IT-Grundschutz, Glacier for SEC Rule 17a-4(f)

I’m concerned about privacy issues and notice that the hosting site is in the United States. Does your hosting site have servers available in other countries?

Amazon allows you to host anywhere in the world, currently have east coast / west coast servers. Clients could get an SSL, then have a secure verified connection from their computer to the server that is encrypted. Note that all user’s passwords are one way encrypted.

How often do you backup the data and what is your recovery process?

All data is backed up nightly off site to ensure that your data remains safe and secure. Inquisiq R4 did not provide their recovery process.
Inquisiq LMS

Security

Is the hosting facility SAE16 Type II - SOC1, SOC2 certified?
https://aws.amazon.com/compliance/

Encryption. How will you protect credentials and data transmissions from detection while in transit to your application?
SSL will encrypt your connection. The passwords are Salted MD5 one way encrypted. Content Paths are Encrypted.

Do you offer Single-Sign on capabilities (trusting an already-issued SAS web credential)?
Single Sign On is attained through the built in API. If is offered as a addon- (billable) SAML connector.

Is OAUTH 2.0 used for secure connections?
Yes, (billable) SAML connector or use Built in API. SSL to encrypt/secure connection. Sessions are stored in the database.
Inquisiq LMS
Latest Features

Mobile Capabilities?
Responsive, touch capability (select and launch courses, navigate the user/admin menu, etc).

Do you offer a coaching/mentoring capability within your system? If yes, how does it work?
Learner can post questions on any course. Social links are added. Learners can add media, content or other deliverables to their responses. If one person is designated or selected by learner, the learner contacts the “mentor”.

Gamification?
Yes – Each user’s My Account screen features Leaderboards which can be arranged by Course, Certificate, or Credit totals for All Time, This Month, or This Week. The top three spots are recognized with trophies. Custom content can be created by ICS Learning Group which can feature heavily gamified learning.

Social features – What can the learner do or what is included in the social capability of your LMS? Select the top three or four.
Each course can be configured with outside links to any/all social media sites (ex. Facebook group, Twitter, LinkedIn discussion group, etc). There is also built in integration with JitBit and Discourse discussion forum software.
Inquisiq LMS
Latest Features

What are your “content curation” features?
Learner can share any content, including video, audio, etc. with a single learner, multiple learners, shared groups or in an area or section designated for curation. Learners can rank/rate any content.

Do you offer deep learning (aka predictive analysis)? If yes, what is it able to do within the system? In other words, what is its capabilities?
Inquisiq is content-dependent. To take advantage of predictive analysis and spaced learning, the content would need to be created as such. Inquisiq will then deploy and manage the courses/lessons.

Do you have xAPI? What about an LRS?
Inquisiq R4 does not support xAPI nor has an LRS.

What are the analytics that system shows to the administrator?
Analytics Tracking Codes can be linked to the system – courseware resellers and corporate clients can view activity within the system and determine which courses/lessons are most widely utilized. Admin functions also include extensive reporting capabilities and the ability to pull customized reports on any combination of the 50 data fields in the learner profile.
Inquisiq LMS
Compliance, Competencies, Talent

What do you offer in terms of compliance?

Licensing of different job roles with attendant review tools plus monitoring and reporting to managers, supervisors, head of compliance. Tracking of On-The-Job, Continuing Professional Development (CPD) and other informal training activities. Document Management System built-in; includes forms, workflow documents/materials, etc. And many other feature sets.

Are you planning on adding any “new” compliance features in 2016?

Not at the present time.

What do you offer in terms of competencies?

Track skills/competencies by course(s); Allow learners to self-assess their existing skills; Allow managers to assess an employee’s existing skills.

Do you offer or include any talent management functionality within your LMS?

Inquisiq R4 does not have this functionality.
Based on your own data, what administration functions are used the most often? Please present up to four.

Detailed reporting, automated enrollments, automatic emails reminders, batch user upload, groups and automatic grouping rules.

Do you provide training to administrators? If yes, is it free or fee based? Is it “live” via a webinar for example, or at a classroom or is it via pre-recorded videos? What is included in the training?

Every new client is offered training (up to 4 hours worth) with a live member of the support staff in the first 30 days of implementation. Training is interactive and dependent on the client’s needs.

How many reports are included in your LMS? Do you offer ad-hoc?

Yes, on ad-hoc. Administrators can run an unlimited number of custom reports on data from user profiles (approx. 50 data points) and filter the data as needed. Custom reports can then be saved, subscribed to, and emailed on a recurring basis.

Do you have an administrator dashboard?

Yes – There are 4 submenus with the following items viewable:
SYSTEM – Portal Settings, Domain Aliases, E-Commerce, Localization, User Authentication, API, Email Notifications, Dataset, Login Setup, User Field Configurations, Grouping Rules, Tracking Codes, Reports Email Log, Features
INTERFACE – Masthead, Footer, Main Menu, Home Page, CSS/Style Sheets
USERS AND GROUPS – Users, Groups, Leaderboards, Import Activity Data, Import Certificate Data
CONTENT – SCORM Packages, Course Catalog, Courses, Coupon Codes, Certificates
How many people do you have in support? Do you have support agents that speak any other languages besides English? If yes, list the languages. Where are your support agents based (i.e. located)?

Seven support agents. All support is located at headquarters in Pasadena MD. English only.

What are the hours for support? Do you offer different types of support (i.e. basic is free, prem is $$$)? What is included in basic vs. premium? Is support only for administrators?

24/7 access to the support system which includes the knowledge base, all documents and manuals, demos & tutorials, and the ticket system. Phone support is also available Monday - Friday during the business hours of 8:30a – 5:30p (EST).

Community site portal? If yes, what is included?

Customers submit tickets through support.icslearninggroup.com and can access updates from support team and a Knowledgebase of common support topics.

What is the ratio of support tickets to number of clients?

Average approx.. 7:1. Tickets are responded to within four hours and are generally closed in 24 hours.
Emtrain offers a tightly integrated online learning solution that includes an essential library of HR and compliance courses. The LMS supports individual learning modalities and integrated course tracks for courses, live workshops, virtual training, policies, videos and other file types. Emtrain’s solution is used by high growth start-ups through Fortune 100.

**E-Learning 24/7 Comment:** Emtrain follows the path of focusing first on content. However, they are still heavily committed to their LMS. Similar to Biz Library (another Top 50 who focuses on courseware, but still has a strong LMS), Emtrain rightly deserves their place in the Top 50 for 2016.

**Verticals (no more than 4)**
- Internet
- Technology
- Professional Services
- Retail

**Corporate Information**
- **Headquarters:** San Francisco/Sacramento, CA, USA
- **Count of Customers:** Not disclosed.
- **Tel:** 800-242-6099
- **Email:** kkantz@emtrain.com
- **Internet:** [www.emtrain.com](http://www.emtrain.com)
- **LMS Demo:** N/A
Emtrain Workplace Engagement Platform

Pricing

What is the cost of your setup fees? (if you have multiple options, present them. If you have a “range”, then put it down, but state it depends on XYZ factors.)

No setup fees.

Setup includes:

- Integrating customers logo and colors
- Identifying learner data filters; learner batch upload or API support to integrate with HR System
- One on one virtual training with Emtrain’s implementation team

How do you define pricing? If the pricing is different for internal vs B2B/B2C, indicate as such.

Emtrain’s Platform is priced by functional level on a licensed learner basis. Current offer includes an Essentials Package and a Complete Package that determine the base rate for learner licenses and volume discounts are available at different tiers of learners.

Do you offer a “buy now”, “go now” live option, whereas a customer can buy the system using a credit card and then “technically” go live instantly.

Yes. Emtrain offers a self-service “Get Started Free” option as well as the ability to buy learner licenses with a credit card and get started and set up in an automated way.
Emtrain Workplace Engagement Platform
Implementation, Uptime, Roadmap, Updates

For an implementation, is this client specific or general functionality? With or without other clients?

Each client gets its own implementation consisting of multiple one-on-one sessions with the implementation team. Setup and implementation is included at no cost.

What is your uptime of your system? (i.e. “Our uptime is 99.4%)

99.4%

How often do you release new functionality?

Feature updates roughly every two weeks with significant releases quarterly.

How often do you update the system? If it is continuous updates, state “continuous”. How often do you do maintenance on your LMS and how far in advance do you notify your customers?

The Emtrain platform is updated on a continuous basis. Maintenance is bi-monthly. Customers are notified 72 hours in advance.
Emtrain Workplace Engagement Platform

Additional Insight

**P**
How many HRIS/ERP systems can you interface with? What do you find the be the most often requested HRIS/ERP systems, that clients inquire about (regarding interface or connecting)?

Emtrain provides an API key and can help clients interface with any HRIS system. The Workday system is the most requested system.

**L**
Do you charge for integrations/interfaces with HRIS/ERP and other systems not listed? If yes, how do you calculate fees?

Emtrain did not provide this information.

**U**
What is on your roadmap for 2016? Please list no more than five items.

A new, more intuitive and modern interface. Ultra short video training with ability to request specific videos (creation, communication, assessment, reporting). Enhancement and integration of ability for learners to get guidance from industry experts on workplace issues. Actionable analytics on workplace concerns and claims on an administrative dashboard.

**S**
What type of development process do you use? (Agile, Waterfall, Custom)

Agile.
Emtrain Workplace Engagement Platform

Data Centers

What data center (server host) do you use (i.e. host your LMS)? Examples: Amazon S3, Rackspace, etc.

Amazon S3.

Does your data center and/or hosting facility have any certifications (i.e. SAS 70, PCI, ISO 27001, HIPAA)? If yes, please list.


I’m concerned about privacy issues and notice that the hosting site is in the United States. Does your hosting site have servers available in other countries?

Not at the present time. All of their hosting is in the United States.

How often do you backup the data and what is your recovery process?

Emtrain runs a daily backup procedure, with staged archiving of older backups. Recovery is on demand.
Emtrain Workplace Engagement Platform

Security

- **Is the hosting facility SAE16 Type II - SOC1, SOC2 certified?**
  Yes.

- **Encryption. How will you protect credentials and data transmissions from detection while in transit to your application?**
  All information is encrypted during transmission. Sensitive information is encrypted in storage. Information is protected through SSL/TLS and Secure FTP.

- **Do you offer Single-Sign on capabilities (trusting an already-issued SAS web credential)?**
  Not at the present time.

- **Is OAUTH 2.0 used for secure connections?**
  Yes for third party sign-in.
Emtrain Workplace Engagement Platform
Latest Features

Mobile Capabilities?
Responsive.

Do you offer a coaching/mentoring capability within your system? If yes, how does it work?
Yes, the Emtrain Complete Plan gives learners access to industry experts on workplace topics so that learners can get best practices and coaching on demand. All Q&A is available for all learners to see. This feature will be developed into a separate, but integrated application in 2016 with tagging, filtering, voting functionality.

Gamification? If yes, identify the feature sets.
Emtrain does not offer this functionality.

Social features – What can the learner do or what is included in the social capability of your LMS? Select the top three or four.
Emtrain does not offer this functionality.
What are your “content curation” features?

Emtrain enables trainers to add curated web content and files to course tracks. As part of the content curation, trainers can select any video from their video clip library, and/or request a specific video.

Do you offer deep learning (aka predicative analysis)? If yes, what is it able to do within the system? In other words, what is its capabilities?

Platform can recommend skills, courses and content. In Q4 2016, the platform will provide a learning path based on multiple variables that the admin selects as a deeper learning feature.

Do you have xAPI? What about an LRS?

Yes on xAPI. No on an LRS.

What are the analytics that system shows to the administrator?

Emtrain shows basic analytics at the learner and campaign level. Emtrain has on their 2016 roadmap a significant enhancement to these measures including graphical presentation and actionability.
Emtrain Workplace Engagement Platform
Compliance, Competencies, Talent

What do you offer in terms of compliance?
Emtrain has a full library of compliance topics for the enterprise.

Are you planning on adding any “new” compliance features in 2016? If yes, what are they?
Emtrain is adding policy management and a feature allowing customers to request specific compliance videos.

What do you offer in terms of competencies?
Emtrain does not have this functionality.

Do you offer or include any talent management functionality within your LMS? If yes, please list the features. If it is an additional cost (i.e. the talent mgt.), please state as such.
No.
Emtrain Workplace Engagement Platform

Administration Functions

**Based on your own data, what administration functions are used the most often? Please present up to four.**

Assigning users to a course catalog, viewing and running reports, adding learners to groups.

**Do you provide training to administrators? If yes, is it free or fee based? Is it “live” via a webinar for example, or at a classroom or is it via pre-recorded videos? What is included in the training?**

Yes, our implementation managers provide training to administrators at no extra fee and via an online meeting.

**How many reports are included in your LMS? Do you offer ad-hoc?**

Yes on ad-hoc. Emtrain offers flexible reporting with the ability to filter based on learner, course, or learning type status.

**Do you have an administrator dashboard? If yes, what is “viewable” on the home page.**

Yes. The dashboard provides basic Learner and Campaign utilization metrics. Emtrain plans to add more capabilities to their dashboard some time in 2016.
Emtrain Workplace Engagement Platform
Support & Training

**How many people do you have in support? Do you have support agents that speak any other languages besides English? If yes, list the languages. Where are your support agents based (i.e. located)?**

Five support agents. They also utilize Zendesk for customers. Support agents are located in Sacramento with one located in Peru. Support team can speak Spanish and English.

**What are the hours for support? Do you offer different types of support (i.e. basic is free, prem is $$)? What is included in basic vs. premium? Is support only for administrators?**

At no extra charge, Emtrain offers basic phone, email and chat support Monday through Friday, 8 am to 5 pm (PST). Larger accounts get a dedicated account manager who provides dedicated support.

**Community site portal? If yes, what is included?**

Zendesk knowledge base, forum/discussion board, customer community, ability to access videos and info for administrators.

**What is the ratio of support tickets to number of clients?**

Emtrain declined to provide the ratio.
aNewSpring is designed for training companies delivering online or blended training to professionals. Our focus is on improving the learning experience by making it personal. Our adaptive algorithms, as well as the platforms usability, enable training companies to make the experience they have traditionally delivered in the classroom also available online. We believe training companies who build the best possible learning experience will be the most successful. aNewSpring is the platform to create that experience.

**Verticals (no more than 4)**

- For profit training companies

**Corporate Information**

**Headquarters: Rotterdam, The Netherlands**
Declined to disclose number of clients.

Tel: 0031 10 300 71 36
Email: info@anewspring.com
Internet: [www.anewspring.com](http://www.anewspring.com)
LMS Demo: N/A
**aNewSpring LMS**

**Pricing**

**What is the cost of your setup fees?** (If you have multiple options, present them. If you have a “range”, then put it down, but state it depends on XYZ factors.)

aNewSpring has no setup fees.

**Setup fees include:**

N/A.

**How do you define pricing?** If the pricing is different for internal vs B2B/B2C, indicate as such.

Pricing model is entirely user based. Only when customers have learners ready to enroll do they need to purchase licenses. Licenses are valid for one year from the moment the learner accesses the platform. Unused licenses do not expire.

**Do you offer a “buy now”, “go now” live option, whereas a customer can buy the system using a credit card and then “technically” go live instantly.**

It is free to get started. When clients are ready to enroll students, for which they will need licenses, it is possible to purchases licenses directly through the platform with a credit card.
For an implementation, is this client specific or general functionality? With or without other clients?

Client specific.

What is your uptime of your system? (i.e. “Our uptime is 99.4%)

99.9%.

How often do you release new functionality?

aNewSpring has a continual development schedule between six to eight releases per year.

How often do you update the system? If it is continuous updates, state “continuous”. How often do you do maintenance on your LMS and how far in advance do you notify your customers?

Continuous. aNewSpring did not provide their maintenance schedule, nor notification timeline for customers, prior to maintenance on the system.
How many HRIS/ERP systems can you interface with? What do you find to be the most often requested HRIS/ERP systems, that clients inquire about (regarding interface or connecting)?

aNewSpring has a self service open API that clients can use to link with most systems.

Do you charge for integrations/interfaces with HRIS/ERP and other systems not listed? If yes, how do you calculate fees?

aNewSpring does not charge for the use of their API. If it is a custom integration then pricing is project based depending upon the requirement(s).

What is on your roadmap for 2016? Please list no more than five items.

Improving adaptive learning engine, personalized notification engine, Salesforce integration, Re-design of back-end UI, extension and improvement of reporting engine.

What type of development process do you use? (Agile, Waterfall, Custom)

Agile SCRUM.
What data center (server host) do you use (i.e. host your LMS)? Examples: Amazon S3, Rackspace, etc.

Hosting company is Nines (nines.nl) which has recently been taken over by Sentia (sentia.com) and aNewSpring servers are in two data centers: euNetworks in Amsterdam (eunetworks.com) and EvoSwitch in Haarlem (evoswitch.com).

Does your data center and/or hosting facility have any certifications (i.e. SAS 70, PCI, ISO 27001, HIPAA)? If yes, please list.

Nines is ISO 9001, ISO 27001 and NEN 7510 certified.

I’m concerned about privacy issues and notice that the hosting site is in the United States. Does your hosting site have servers available in other countries?

The servers are in the Netherlands.

How often do you backup the data and what is your recovery process? (Please no more than three sentences – just high level)

Backups are made daily (with 30 days retention), but are only meant for disaster-recovery. Also has redundant database-servers using replication.
Is the hosting facility SAE16 Type II - SOC1, SOC2 certified?
EvoSwitch is (http://www.evoswitch.com/en/about-us/certifications)

Encryption. How will you protect credentials and data transmissions from detection while in transit to your application?
All passwords are stored as salted hash. HTTPS can be enabled for *.anewspring.com or a certificate for your custom domain can be installed (using SNI).

Do you offer Single-Sign on capabilities (trusting an already-issued SAS web credential)?
Yes, through API’s as well as SAML 2.0 integration.

Is OAUTH 2.0 used for secure connections?
No.
Mobile Capabilities?

Responsive, hybrid app for iOS and Android, “Mobile-first” platform focus

Do you offer a coaching/mentoring capability within your system? If yes, how does it work (no more than three sentences)

Yes. Every coach/mentor is assigned specific groups of students who interact in a social learning environment including 360 degree feedback and peer review lead by the coach/mentor. Coaches/mentors can access all student progress and results.

Gamification? If yes, identify the feature sets.

Leaderboard, points.

Social features – What can the learner do or what is included in the social capability of your LMS? Select the top three or four.

Discussions are available in the context of the content (directly below the content), so students can stay in their learning flow and do not need to access forums. Peer review is possible as well as multimedia uploads.
What are your “content curation” features?

Learner can share any content, including video (must be uploaded first in either YouTube or Vimeo), audio, etc. with a single learner, multiple learners, shared groups or in an area or section designated for curation. Any learner can build upon the video (uploaded or added by another learner) in a building block approach, one block then another block to empower learners. Administrator can accept or decline various curation capabilities.

Do you offer deep learning (aka predicative analysis)? If yes, what is it able to do within the system? In other words, what is its capabilities?

Yes, once the content is properly tagged with objectives aNewSpring algorithms create a personalized learning experience and can guide students to what they still need to learn based on their behavior.

Do you have xAPI? What about an LRS?

aNewSpring is planning for xAPI, as well as an LRS in 2016.

What are the analytics that system shows to the administrator?

1. Students analytics – progress, results, and retention
2. Course analytics – group status, strengths & weaknesses, results
3. Content analytics – quality of questions and level of difficulty
What do you offer in terms of compliance?

aNewSpring does not offer this functionality at the present time.

Are you planning on adding any “new” compliance features in 2016?

Certification management

What do you offer in terms of competencies?

Track skills/competencies by course(s); Allow managers to assess an employee’s existing skills; Mastery learning (whereas learner is provided a to-do list and must complete each day).

Do you offer or include any talent management functionality within your LMS? If yes, please list the features. If it is an additional cost (i.e. the talent mgt.), please state as such.

No.
Based on your own data, what administration functions are used the most often? Please present up to four.

Assigning students to courses, management of roles (there are eight roles in aNewSpring), creating reports, creating courses from templates.

Do you provide training to administrators? If yes, is it free or fee based? Is it “live” via a webinar for example, or at a classroom or is it via pre-recorded videos? What is included in the training?

Yes, it is fee-based ($600 USD for four hour training) and is conducted face-to-face or via webinar. Covers the complete technical workflow of all roles within aNewSpring. They also have free training (using the product) courses online.

How many reports are included in your LMS? Do you offer ad-hoc?

Three canned reports. Other reports for teachers and mentors are available on assignments. Custom reports are available on request and are an additional fee.

Do you have an administrator dashboard? If yes, what is “viewable” on the home page.

Yes, there are unique dashboard for each role and only functions tied to that role will be viewable. Example: Teacher will only see courses and students that are assigned to him/her.
How many people do you have in support? Do you have support agents that speak any other languages besides English? If yes, list the languages. Where are your support agents based (i.e. located)?

Five support agents, English and Dutch speaking based in The Netherlands

What are the hours for support? Do you offer different types of support (i.e. basic is free, prem is $$$)? What is included in basic vs. premium? Is support only for administrators?

Support is included in the license price (also via email for students). Online support is available 24/7 with a telephone support desk open from 9:00 AM – 5:00 PM Central European. Plans to extend telephone support are dependent upon customer need.

Community site portal? If yes, what is included?

Yes, an online support site (support.anewspring.com) with a knowledge base, community, tutorials, tips & tricks, chat, and mail support.

What is the ratio of support tickets to number of clients?

10:1 (on avg.)
Curatr is the LMS that really gets people talking.

Our approach is rooted in social learning. Unlike our competitors, we put social first, giving you the tools to create engaging and inspiring communities of practice for your learning organization.

We believe collaborating with other people is a fundamental part of learning. To facilitate this we give you the tools to build inspiring and engaging learning communities, curating content from anywhere and incentivizing social with gamification.

**E-Learning 24/7 Comment:** Social learning has always played a role in the LMS industry. Some vendors have tried at the social LMS focused approach, with mixed results. The LMS space is increasingly expanding further down via sub-genres, with the social LMS as one of them.

It’s another “potential” in the making. If you want a social LMS that incorporates curation, gamification and a few other feature sets, take a look. You won’t be disappointed.
Curatr LMS
Pricing

What is the cost of your setup fees? (if you have multiple options, present them. If you have a “range”, then put it down, but state it depends on XYZ factors.)

Starts at $0 for an off-the-shelf deployment. A turnkey solution will run to around $30,000 for complete setup and configuration.

Setup fees include:

Single Sign On, Look & Feel Customization, People & Org Data, Training and Consultancy time.

How do you define pricing? If the pricing is different for internal vs B2B/B2C, indicate as such

Enterprise usage is per user, per year. Licenses for up to 1,000 users on a month-to-month contract. B2C pricing models upon request.

Do you offer a “buy now”, “go now” live option, whereas a customer can buy the system using a credit card and then “technically” go live instantly.

No.
For an implementation, is this client specific or general functionality? With or without other clients?

Client specific.

What is your uptime of your system? (i.e. “Our uptime is 99.4%)

99.9%.

How often do you release new functionality?

Quarterly.

How often do you update the system? If it is continuous updates, state “continuous”. How often do you do maintenance on your LMS and how far in advance do you notify your customers?

Continuous patches, with quarterly updates. Clients get access to staging environments at least two weeks in advance of new functionality being released. Curatr did not provide their maintenance schedule.
How often do you update the system? If it is continuous updates, state “continuous”. How often do you do maintenance on your LMS and how far in advance do you notify your customers?

None out of the box. Not frequently requested right now.

Do you charge for integrations/interfaces with HRIS/ERP and other systems not listed? If yes, how do you calculate fees?

Yes – time and materials.

What is on your roadmap for 2016? Please list no more than five items

- New Content Library
- Revamped Assessment Module
- ‘Try before you buy’ e-commerce
- Semantic Analysis on user contributions
- LMS Top 50 2016 Report

What type of development process do you use? (Agile, Waterfall, Custom)

A pseudo Agile shop.
What data center (server host) do you use (i.e. host your LMS). Examples: Amazon S3, Rackspace, etc

Rackspace.

Does your data center and/or hosting facility have any certifications (i.e. SAS 70, PCI, ISO 27001, HIPAA)? If yes, please list.

SAS, PCI, SOC I/II, ISO27001, ISO9001.

I'm concerned about privacy issues and notice that the hosting site is in the United States. Does your hosting site have servers available in other countries?

Yes, available globally.

How often do you backup the data and what is your recovery process?

Redundancy built in a primary (Master) and secondary server, (which can be read but not written) to failover; overnight backups are taken and kept off-site every 24 hours.
Curatr LMS

Security

Is the hosting facility SAE16 Type II - SOC1, SOC2 certified?
Yes.

Encryption. How will you protect credentials and data transmissions from detection while in transit to your application?
Use SSL for data transmission

Do you offer Single-Sign on capabilities (trusting an already-issued SAS web credential)?
Yes – F-SSO via SAML 2.0 is most common

Is OAUTH 2.0 used for secure connections?
Not at this time.
Curatr LMS
Latest Features

Mobile Capabilities?
Responsive design, adapting content to device. Companion App for coaching / mentoring (native iOS app).

Do you offer a coaching/mentoring capability within your system? If yes, how does it work?
Yes, coaching facility via native iOS app. The coaching feature set is solid and continues to get better each release.

Gamification? If yes, indentify the feature sets.
Yes; points, levelling, leaderboards, badges.

Social features – What can the learner do or what is included in the social capability of your LMS? Select the top three or four.
Social discussion, tied with gamification. Video recording and sharing, with liking, recommendations and commenting. Peer Reviewing and Voting.
What are your “content curation” features?

- Curate a wide-range of content into a single, playlist interface
- Sequence playlists to be linear / non-linear / branching
- Global Content Library to track all content, including User Generated Content

Do you offer deep learning (aka predicative analysis)? If yes, what is it able to do within the system? In other words, what is its capabilities?

In Q3, 2016, they will release a recommendation engine that gives recommend comments and content to users (based on previous content/courses).

Do you have xAPI? What about an LRS?

Yes, xAPI. Extract data to any LRS, however no LRS built-into the system.

What are the analytics that system shows to the administrator?

Full dashboards with user performance benchmarking. Benchmark groups of users against each other. Full oversight on recent activity.
Curatr LMS
Compliance, Competencies, Talent

What do you offer in terms of compliance?
Auditable compliance reports. Enrollment rules to auto assign content/courses to employees. Reporting on KPIs in a manner that regulatory bodies require. Able to deliver byte size refreshers.

Are you planning on adding any “new” compliance features in 2016? If yes, what are they?
No, but the free courses have been certified as CPD compliant.

What do you offer in terms of competencies?
Via Badge system, users work towards competencies. Link to a career development framework and match competencies, skills, job level, and job role to available courses.

Do you offer or include any talent management functionality within your LMS? If yes, please list the features. If it is an additional cost (i.e. the talent mgt.), please state as such
None
Based on your own data, what administration functions are used the most often? Please present up to four.

Course Creation, Email Digests, Dashboards and Group Reporting

Do you provide training to administrators? If yes, is it free or fee based? Is it “live” via a webinar for example, or at a classroom or is it via pre-recorded videos? What is included in the training?

Two training sessions included free usually one to two hours via webinar. Additional training is available for a fee.

How many reports are included in your LMS? Do you offer ad-hoc?

30 canned reports. Somewhat ad-hoc, but not fully ad-hoc. The most common reports are ‘completion leaderboards’, ‘group comparison’, ‘level comparison’

Do you have an administrator dashboard? If yes, what is “viewable” on the home page.

Yes; recent activity, user performance, contribution quality, progress, activity, completions.
How many people do you have in support? Do you have support agents that speak any other languages besides English? If yes, list the languages. Where are your support agents based (i.e. located)?

Five support agents. English only and support offices are based in the United States and United Kingdom.

What are the hours for support? Do you offer different types of support (i.e. basic is free, prem is $$$)? What is included in basic vs. premium? Is support only for administrators?

Hardware is 24/7/365. Software is 8am – 6pm, GMT and CST.

Community site portal? If yes, what is included?

Yes. Social focused and driven. Discussion boards, knowledge bases, Q&A.

What is the ratio of support tickets to number of clients?

0.5:1 per month.
Totara Learning products are open source, highly flexible and bring powerful freedoms to all organisations with formal and informal learning needs, both within the workplace and the extended enterprise. They are used by many industry sectors, including finance, retail, energy, health, government and not-for-profit organisations. Customers range from small to large multinational corporations with over 200,000 employees – a testament to our innovation, robust versatility and scalability.

**Verticals (no more than 4)**

- Professional Services
- Education and Training
- Healthcare
- Government

**Corporate Information**

- **Headquarters:** No response
- **Number of Clients:** No response
- **Tel:** +64 4 385 8399
- **Email:** enquiry@totaralms.com
- **Internet:** www.totaralms.com
- **LMS Demo:** demo.totaralms.com

LMS Top 50 2016 Report
Totara LMS

Pricing

What is the cost of your setup fees? (If you have multiple options, present them. If you have a “range”, then put it down, but state it depends on XYZ factors.)

Setup fees are dependent on the services that the Partner company that the Subscriber chooses.

Setup fees include:

Totara LMS can be implemented a variety of ways so the fees could include: implementation assistance for self-hosted, full SAAS, Cloud hosting, data migration, customization, helpdesk, training, and integration with other systems.

How do you define pricing? If the pricing is different for internal vs B2B/B2C, indicate as such.

Pricing is typically based on the number of active users (i.e. has logged in within the subscription year) and if hosting is included may also vary based on bandwidth and space requirements.

Do you offer a “buy now”, “go now” live option, whereas a customer can buy the system using a credit card and then “technically” go live instantly.

No.
For an implementation, is this client specific or general functionality? With or without other clients?

In most cases a client is setup on a separate instance from other clients.

What is your uptime of your system? (i.e. “Our uptime is 99.4%)

This is dependent upon the Totara Partner employed.

How often do you release new functionality?

Annually.

How often do you update the system? If it is continuous updates, state “continuous”. How often do you do maintenance on your LMS and how far in advance do you notify your customers?

Minor releases of Totara LMS containing security and bug updates are released monthly. Each Totara Partner is responsible for providing updates to their subscribers and can work with the subscriber on how maintenance is rolled out.
How many HRIS/ERP systems can you interface with? What do you find to be the most often requested HRIS/ERP systems, that clients inquire about (regarding interface or connecting)?

HR Import is a component of Totara LMS that allows data from any HRIS/ERP with an accessible database or a CSV file to be imported into the Totara LMS database. Additional integrations can be developed with Totara’s open API. Workday and Salesforce integrations are often requested and are available through Totara Partners.

Do you charge for integrations/interfaces with HRIS/ERP and other systems not listed? If yes, how do you calculate fees?

Additional Totara integrations are developed by Totara Partner companies. Fees differ based on the Partner.

What is on your roadmap for 2016? Please list no more than five items.

User Interface redesign

What type of development process do you use? (Agile, Waterfall, Custom)

Agile
What data center (server host) do you use (i.e. host your LMS). Examples: Amazon S3, Rackspace, etc.

Data centers vary by Partner company. Some provide their own servers and hosting, others use Amazon, Rackspace, etc.

Does your data center and/or hosting facility have any certifications (i.e. SAS 70, PCI, ISO 27001, HIPAA)? If yes, please list.

This is dependent on the Partner company that a Subscriber contracts with.

I’m concerned about privacy issues and notice that the hosting site is in the United States. Does your hosting site have servers available in other countries?

Hosting is provided through Partner companies many of whom have multiple hosting centers globally.

How often do you backup the data and what is your recovery process? (Please no more than three sentences – just high level)

This is entirely up to the Totara Partner. Typically databases are backed up at least every night for catastrophic data recovery. Course backups within the UI can also be scheduled on a nightly basis to make data recovery (e.g. something that was accidentally deleted) easier.
Totara LMS

Security

Is the hosting facility SAE16 Type II - SOC1, SOC2 certified?
Data centers vary by Partner company. Unable to answer.

Encryption. How will you protect credentials and data transmissions from detection while in transit to your application?
HTTPS/SSL certificates can be employed across an entire site. Additional encryption methods may be available through Totara Partners.

Do you offer Single-Sign on capabilities (trusting an already-issued SAS web credential)?
Yes – Single Sign On functionality include CAS Server, FirstClass, IMAP, LDAP, PAM, POP3, Radius, Shibboleth, NTLM.

Is OAUTH 2.0 used for secure connections?
An OAUTH 2.0 plugin is available.
Mobile Capabilities?
Responsive, On/Off Synch available via Totara Partner, touch capability on touchscreen devices

Do you offer a coaching/mentoring capability within your system? If yes, how does it work?
Totara LMS allows a manager to assign specific coursework, competencies, and goals to a learner. The manager can also provide feedback and overrides as needed on specific learning components.

Gamification? If yes, identify the feature sets
Totara LMS includes the issuing and display on the user profile of Open Badges that the learner has earned based on activity and course completion.

Social features – What can the learner do or what is included in the social capability of your LMS? Select the top three or four.
Discussion forums, synchronous text chat, blogs and wikis are the most frequently used social features.
What are your “content curation” features? Please no more than three sentences. You can also do bullet points. Focus on the “best” capabilities.

• Quiz building with reusable question banks
• Available integrations with content repositories
• Ability to house any type of file and automatically embed/play recognized content (e.g., .mp4)

Do you offer deep learning (aka predicative analysis)? If yes, what is it able to do within the system? In other words, what is its capabilities?

No answer provided.

Do you have xAPI? What about an LRS?

Yes for both xAPI and LRS.

What are the analytics that system shows to the administrator?

The custom Report Builder feature allows administrators to create their own column-based and graphical reports using predefined Report Sources that they select from.
What do you offer in terms of compliance?

Totara LMS includes a competencies system where competencies can be linked to a learner’s position, organization, coursework, and/or be individually assigned. The learner’s manager can see/assign competencies to the learner as well as mark their progress/status towards completion.

Are you planning on adding any “new” compliance features in 2016? If yes, what are they?

No response provided.

What do you offer in terms of competencies?

Totara LMS includes a competencies system where competencies can be linked to a learner’s position, organization, coursework, and/or be individually assigned. The learner’s manager can see/assign competencies to the learner as well as mark their progress/status towards completion.

Do you offer or include any talent management functionality within your LMS? If yes, please list the features. If it is an additional cost (i.e. the talent mgt.), please state as such.

Totara LMS includes customizable staff appraisals, 360 feedback, and company goals which can be assigned and completed based on learner details like position, organization, audience, or individual assignment.
Based on your own data, what administration functions are used the most often? Please present up to four.

User creation/enrollment, viewing reports, grading/assessment review

Do you provide training to administrators? If yes, is it free or fee based? Is it “live” via a webinar for example, or at a classroom or is it via pre-recorded videos? What is included in the training?

Totara Learning Solutions provides free training courses for Administrators and Course Creators via self-paced courses and webinars through the Totara Academy. Paid product certifications provide additional training as well as awarding badges and a certificate upon completion. Totara Partners also provide training to support specific subscribers.

How many reports are included in your LMS? Do you offer ad-hoc?

60 canned reports as well as a custom Report Builder allowing administrators to customize over 50 report sources – choosing the columns of data, search filters, and content control options (who sees what data).

Do you have an administrator dashboard? If yes, what is “viewable” on the home page.

Administrator dashboards can be created and configured for each implementation's requests. These typically include graphical reports, Report Manager (click to view reports), online users, Site Administration menu, calendar, etc.
How many people do you have in support? Do you have support agents that speak any other languages besides English? If yes, list the languages. Where are your support agents based (i.e. located)?

This is dependent on the Totara Partner selected for the implementation. Totara has Partner companies worldwide. [https://www.totaralms.com/index.php?q=partners](https://www.totaralms.com/index.php?q=partners)

What are the hours for support? Do you offer different types of support (i.e. basic is free, prem is $$$)? What is included in basic vs. premium? Is support only for administrators?

Support hours and service levels are dependent on the Totara Partner selected for implementation. Coverage can include 24/7 end-user, business hours administrator-only, and all options in between.

Community site portal? If yes, what is included?

Documentation, forum/discussion board, customer community, ability to access videos and info for administrators

What is the ratio of support tickets to number of clients?

This is dependent on the Totara Partner selected for the implementation.
ViewCentral LMS is a SaaS, feature-rich platform designed for external, for-profit training. We support global courses, registrations, notifications, payments and resources. Our features include: localized sites, multiple payment methods—including training credits, POs, credit cards & prepayments; currency conversion, localized taxation, expense tracking, vendor cost tracking & forecasting, revenue recognition, business unit & revenue center disbursement, reporting and more.

**E-Learning 24/7 Comment:** ViewCentral is a system dedicated specifically for the B2B/B2C market (external training as defined by them). As such, certain features you would often find in other systems, does not exist in this platform. This is a system that is moving forward and is committed 100% only to B2B/B2C. Lots of potential here.
What is the cost of your setup fees? (If you have multiple options, present them. If you have a “range”, then put it down, but state it depends on XYZ factors.)

Pricing is based on the customer’s requirements and can vary per implementation.

Setup fees include:

Implementation, importing of the data provided by the customer, skinning/branding and system training.

How do you define pricing? If the pricing is different for internal vs B2B/B2C, indicate as such.

Pricing depends on the delivery modules selected, and usage of the system.

Do you offer a “buy now”, “go now” live option, whereas a customer can buy the system using a credit card and then “technically” go live instantly.

No.
For an implementation, is this client specific or general functionality? With or without other clients?

Each implementation is specific to a client. Each client will have a dedicated implementation manager to oversee the whole implementation process.

What is your uptime of your system?

99.8%

How often do you release new functionality?

Monthly scheduled updates. New functionality is typically released 1x per quarter.

How often do you update the system? If it is continuous updates, state “continuous”. How often do you do maintenance on your LMS and how far in advance do you notify your customers?

Continuous monthly scheduled updates. Usually give customers one week notice. Most of the updates require no downtime.
How many HRIS/ERP systems can you interface with? What do you find to be the most often requested HRIS/ERP systems, that clients inquire about (regarding interface or connecting)?

Customers use a combination of ViewCentral’s scheduled exports at an hourly, daily, weekly rate and APIs for extraction of data in real time to pass the information to their ERP. Scheduled exports can deliver information via email or file placement on a FTP or SFTP site. Updates from the ERP can also be pushed back into the system to close the loop.

Do you charge for integrations/interfaces with HRIS/ERP and other systems not listed? If yes, how do you calculate fees?

ViewCentral has an open API architecture that allows for outside integrations. Any customized integration/interface is completed by their professional services team, which is an additional fee.

What is on your roadmap for 2016? Please list no more than five items.

Offline mobile capabilities, Support for SCORM 2004, AICC, xAPI, Enhancements to the Subscription Management Module, UI enhancements, Adding more API’s (connectors).

What type of development process do you use? (Agile, Waterfall, Custom)

Custom development process.
What data center (server host) do you use (i.e. host your LMS). Examples: Amazon S3, Rackspace, etc.

INetU, cloud based provider.

Does your data center and/or hosting facility have any certifications (i.e. SAS 70, PCI, ISO 27001, HIPAA)? If yes, please list.

Yes, SAS 70. They provide the framework for PCI & HIPAA compliance.

I’m concerned about privacy issues and notice that the hosting site is in the United States. Does your hosting site have servers available in other countries?

Not at the present time.

How often do you backup the data and what is your recovery process?

Daily backups. ViewCentral did not provide their recovery process.
ViewCentral LMS

Security

Is the hosting facility SSAE16 Type II - SOC1, SOC2 certified?

The hosting facility is SSAE-16; SOC2.

Encryption. How will you protect credentials and data transmissions from detection while in transit to your application?

Latest SSL specs are used as recommended by Qualsys with an “A” grade rating.

Do you offer Single-Sign on capabilities (trusting an already-issued SAS web credential)?

Yes and SAML 2.0.

Is OAuth 2.0 used for secure connections?

No.
ViewCentral LMS
Latest Features

Mobile Capabilities?
Responsive. Other mobile features are on their roadmap for 2016.

Do you offer a coaching/mentoring capability within your system? If yes, how does it work?
Not available.

Gamification? If yes, identify the feature sets.
ViewCentral does not have Gamification.

Social features – What can the learner do or what is included in the social capability of your LMS? Select the top three or four.
ViewCentral does not currently have social features. On the 2016 roadmap.
ViewCentral LMS
Latest Features

F
What are your “content curation” features?
ViewCentral does not have content curation.

A
Do you offer deep learning (aka predicative analysis)? If yes, what is it able to do within the system? In other words, what is its capabilities?
No. Does not offer deep learning at the present time.

C
Do you have xAPI? What about an LRS?
xAPI on the 2016 roadmap. No plans at this time for an LRS.

T
What are the analytics that system shows to the administrator? (In this section – if you want to include screen shots, please place them either on a separate document, or include with your response as separate files.)
ViewCentral has robust reporting and analytics built into the system.
Please see attached screen shots at end of deck.
What do you offer in terms of compliance?

None at the present time.

Are you planning on adding any “new” compliance features in 2016?

No, not adding new compliance features in 2016, because ViewCentral is focused on External Training.

What do you offer in terms of competencies?

None at present time.

Do you offer or include any talent management functionality within your LMS? If yes, please list the features. If it is an additional cost (i.e. the talent mgt.), please state as such.

None.
Based on your own data, what administration functions are used the most often? Please present up to four.

Revenue expense tracking, business unit & revenue center disbursement; Global/localized taxation & currency conversion; reporting and analytics.

Do you provide training to administrators? If yes, is it free or fee based? Is it “live” via a webinar for example, or at a classroom or is it via pre-recorded videos? What is included in the training? 

Yes. ViewCentral has 1x1 fine tuning sessions to ensure the customers are using best practices. There is free training with new product releases and enhancements.

How many reports are included in your LMS? Do you offer ad-hoc?

Offers many pre-defined reports, plus the ability for the customers to create custom reports and/or filter data to create a report template. See attached reporting document.

Do you have an administrator dashboard? If yes, what is “viewable” on the home page.

Administrators have a home page that includes a customizable message board.
How many people do you have in support? Do you have support agents that speak any other languages besides English? If yes, list the languages. Where are your support agents based (i.e. located)?

Number of support agents and languages supported beyond English, not provided. Support agents are located in the United States and are available 24/7.

What are the hours for support? Do you offer different types of support (i.e. basic is free, prem is $$$)? What is included in basic vs. premium? Is support only for administrators?

Standard support is offered to all customers. Please see attached SLA.

Community site portal? If yes, what is included?

Customers have access to the support portal and can submit tickets 24/7. The portal includes real-time updates. It also has videos, and additional documentation for clients.

What is the ratio of support tickets to number of clients?

Approximately 1:2
Small Business (499 and under employees)

Small and Mid-Size Businesses (SMB) (500 to 2,500 employees)

Mid-Size (1,000 to 9,999 employees)

Enterprise (10,000+ employees)

B2B/B2C (Channel partners, clients, distributors, wholesalers, customers) Known as Business to Business (B2B) and Business to Consumer (B2C) Sometimes (B2B) is referred to as Extended Enterprise. All can be multi-tenant.
Small Business – TOP THREE
SMB – TOP THREE

1. docebo
2. LearnUpon
3. CD2™ learning
Mid-Size – TOP THREE

1. Elogic
2. Growth Engineering
3. SkillsServe
Enterprise – TOP THREE

[Diagram showing three podiums with figures labeled 1, 2, and 3, and logos for expertusone, cornerstone, and imc]
B2B/B2C – TOP THREE

1. expertusone
2. eLogic Learning
3. ServiceRocket
Associations – TOP THREE

1. eLogic Learning
2. LearnUpon
3. Adrenna
Education (K-12) – TOP THREE
Education (Higher Ed) – TOP THREE

1. Blackboard
2. NEO
3. canvas
Financial Services – TOP THREE

1. SkillsServe
2. Kallidus
3. Cornerstone
Hospitality – TOP THREE
Life Sciences (inc. Healthcare) – TOP THREE

1. Sumtotal
2. IMC
3. SABA
Manufacturing – TOP THREE

1. expertusone
2. imc
3. Shift iQ
Retail – TOP THREE

docebo®

GROWTH ENGINEERING

1

2

3

Pathgather
Technology – TOP THREE

1. expertusone
2. GROWTH ENGINEERING
3. eellogic LEARNING
Gamification – TOP THREE

1. Spoke
2. Growth Engineering
3. Axonify
Mobile – TOP THREE

1. Agylia
2. expertusone
3. SABA
Social – TOP THREE

1. Fuse Universal
2. Growth Engineering
3. Spoke
Video – TOP THREE
Top Three Next Generation

1. Growth Engineering
2. Pathgather
3. Fuse Universal