



Additional resources and personalized attention. That's what Elluminate Professional Services is all about. We'll help you leverage your technology investment and ensure user success throughout your organization.

## Your partner for a timely and successful deployment

Elluminate Professional Services partners with you to successfully meet your unique academic, technology, and business needs. Our experienced team has domain expertise in effective virtual training management, optimal content design, and interactive facilitation for online delivery.

Think of us as an extension of your team, providing guidance, and transferring knowledge. Our recommendations are based on industry best practices, complementary to the student population, and aligned with your objectives.

The Evolution of the eLearning Landscape. **Powered by Elluminate.**



## What does Elluminate Professional Services do?

We act as your value-added accelerator to ensure a timely and successful deployment of Elluminate solutions across your institution. From certified technical and business consulting to free or customized training, ad-hoc technical support, and our unique customer advocates, Elluminate Professional Services is at your service.



**Initiation**

**Development**

**Validation**

**Deployment**

**Closure**

### Consulting

We're in this relationship for the long haul. That's why we offer a variety of services for every stage of deployment, including comprehensive project management, technical configuration planning, installation and integration assistance, virtual learning program management, continuous quality improvement, and even event hosting and monitoring.

### Training

Did you know that our core training courses are offered free online? And that's just the beginning. Our instructional designers and educators can provide role-based certification curricula, onsite and online classroom sessions, instructor-led and recorded delivery, and courseware conversion and development. We even have a reference library of quick reference guides, user guides, and white papers.

### Technical support

Elluminate's technology-certified IT professionals offer call center management and triage, self-help system check for new users, self-help portal with a searchable knowledge base and FAQs, and online incident reporting and monitoring. Plus our technical bulletins and product updates provide timely and useful information.

### Project lifecycle

Initiation, development, validation, deployment, and closure. That's the Elluminate Project Lifecycle. Our comprehensive implementation services ensure an on-time, on-budget launch of your virtual campus. Our solution includes continuous project management, a solid business model based on easily sustained and replicable processes, comprehensive training and skill building, and change communication to promote adoption

### Why is Elluminate Professional Services your clear choice?

- Supplemental resources who provide personalized attention
- Direct and continuous access to Elluminate expertise
- Highly experienced in all aspects of deployment
- Cost-effective risk reduction and rapid return on investment
- Level of engagement dictated by your needs
- Optimized product use and performance
- Increased productivity and more effective use of limited resources
- Designated internal advocate

*"The company has been fabulous to work with from day one. Not only is the support staff completely available, but the documentation is great. You can reach high-level technicians within a couple of minutes. I can't say enough about Elluminate. They are just great!"*

Tova Garcia Duby, Instructional Technologist, Babson College

### Elluminate Next> Boot Camp

Have you taken the next step in live eLearning? If you're considering the Elluminate Next> bundle with Elluminate Plan!<sup>™</sup> and Elluminate Publish!<sup>™</sup>, you'll want to know about our one-day, onsite, highly interactive training. To learn more, contact [consulting@elluminate.com](mailto:consulting@elluminate.com)

Experience the Elluminate difference for yourself.  
**Visit [www.elluminate.com](http://www.elluminate.com) today!**

Engage. Enlighten. **Elluminate.**