

# E-learning Success Team™

Software is only part of successful online learning. At Isoph, we want you to have access to all the resources you need to deliver outstanding e-learning. The E-learning Success Team is how we make sure you do.

The E-learning Success Team combines three key elements:

- Passionate, experienced people
- State-of-the-art technology and infrastructure
- Time-tested, effective processes

As a client of Isoph's, your organization works with people experienced in building and managing effective e-learning for mission-driven organizations.

Our staff supplement and extend your internal resources: doing development work, sharing best practices learned from years of creating online learning, managing the technical infrastructure for offering e-learning, and providing excellent ongoing training and support.



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Choose among four E-learning Success Team options, from the standard, included services to custom development.

## ■ The Standard

We set a high standard for ourselves, providing you with excellent technology, support, and training. Every Isoph Blue license offers much more than the software:



- State-of-the-art technology management  
Isoph Blue is deployed in a secure environment accessed only by qualified technicians. Isoph takes responsibility for daily backups, virus protection, and all other elements of professional infrastructure management—so you can concentrate on serving your stakeholders, not your servers.
- Pro-active support team  
Isoph's support team tracks application usage day in and day out and is there to help troubleshoot problems.
- Practical application training  
We provide all new Isoph Blue administrators with basic training and tips for jump-starting work with the application.

## ■ Premium Support

All Isoph Blue licenses include e-mail support for two administrators. Extend this basic support with telephone support for administrators, for a fixed annual fee, or e-mail support for end users, based on a per-user formula.

## ■ Site and Course Quality Assurance

Careful attention to your Isoph Blue site and courses developed in Isoph Instructor is critical. For an hourly rate, let Isoph serve as your quality assurance team.

## ■ Course Design and Development



Add to your internal course development resources by pre-purchasing, at a discounted rate, time from Isoph's expert e-learning development staff. Packages provide a cost-effective way to do essential instructional and curriculum design; Flash, HTML, and JavaScript development; and writing and editing.