

Intellicon Solutions

Learning Administration Services

Intellicon Solutions provides expert, comprehensive administration and support services for your Learning, Talent and Performance Management initiative

Learning System Administration Services Overview

If you are managing a corporate Learning, Talent or Performance system, you have an alternative for administrative support. Intellicon Solutions offers proven learning system administration services—to help you be successful with your learning implementation.

Intellicon Solutions provides administration and multi-tier support services for short- or long-term engagements. Intellicon's administration support consultants are highly skilled, results-oriented professionals who are dedicated to complete customer satisfaction. Intellicon Solutions delivers the personal service, quick response and follow-through you expect from a professional services provider, at rates that are extremely competitive—in many cases nearly half of what you may be used to paying.

Intellicon's learning administration and support offerings span the complete range of services, from assisting end-users and admins through supporting application and development processes. These administrative services can take place on-site or off-site. Intellicon Solutions will work with you to define your Learning, Talent and Performance administration requirements and service level needs, and then provide the expert and skilled professional services consultants to help administer your unique learning system.

The learning administration services offered by Intellicon Solutions include the following:

- ✦ **End-User Administration** – provide end-user administration, including Q&A, multi-tier application support, real-time issue resolution, issue recording, tracking and reporting, etc.
- ✦ **Admin Support** – provide direct assistance to learning administrators, including application configuration, offloading course and catalog entry, application and database tuning, content maintenance, vendor co-ordination, etc.
- ✦ **Hosting Support** – provide complete administration and support services for in-house hosting, remote hosting, content hosting, vendor management, etc.
- ✦ **Development Administration** – provide QA and UAT administration for course and product development, publishing assistance, catalog and content support, etc.
- ✦ **Reporting and Database Administration** – provide report administration and issue resolution, database services, data extraction, etc.

"Kaiser Permanente has been delighted with the Saba development and support services that we have received from Intellicon Solutions. Intellicon has provided expert Saba professional services consultants for our enterprise projects, and their responsiveness and customer support has been second to none."

- Mary Kay Russell, Director eLearning, Kaiser Permanente



Intellicon Solutions Overview

Intellicon Solutions has been in the business of providing expert consulting services for over 15 years. Intellicon's primary goal is to build long-term relationships with its clients. This enables Intellicon Solutions to learn about the corporate culture, business issues, goals and growth plans, as well as the specific skill sets required for each task. Intellicon will be a partner dedicated to your business, and its professionals will make a critical contribution to the success of your project.

Intellicon focuses on Learning, Performance, Talent and Compensation applications. In addition, we provide related services around Web portals and personalization servers, content management systems and interfaces such as single sign-on and LDAP. With these skills, Intellicon Solutions can provide a full range of integration and interface services for your complete learning environment.

Intellicon Solutions serves clients ranging from Global 1000 to mid-market companies. Through its services, these organizations have realized operational savings, improved customer service, increased revenue and differentiation in the marketplace. Intellicon's clients include prestigious companies such as APL, Bank of America, ExxonMobil, Xilinx, UBS, Cypress Semiconductor, Dell, Hyundai, Charles Schwab and Kaiser Permanente.

For more information on Intellicon Solutions' Learning system administration services, please visit the Web site at www.intelliconsol.com, or contact Intellicon directly at:

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Whether your current need is business process design, customization, configuration, reporting, training, administrative support or content services, Intellicon Solutions will enable you to get the most out of your learning system software investment.

"It is important that we carefully evaluate Saba services vendors to ensure that we select a partner that understands our business requirements and is flexible enough to meet our specific needs. We selected Intellicon Solutions because of its leadership, dedication, and track record of providing expert, value-driven consulting services. The Intellicon Solutions team continues to put forth tremendous efforts to meet not only tight deadlines for NetApp, but achieve them ahead of schedule."

- Jonathan Dean, Business Applications Manager, Network Appliance