

Development of eLearning solution

Large, Worldwide PC Vendor

The Customer

The Customer ranks as the world's No. 3 vendor for total PCs and No. 2 for branded notebooks. The Customer's product lineup includes desktop and laptop PCs, PDAs, servers and storage, displays, peripherals, and e-business solutions for business, government, education, and home users. It employs more than 5,000 people supporting dealers and distributors in more than 100 countries.

The Challenge

For its Middle East operations, the Customer conducts regular training for its Channel Sales Partners, Service Partners, and internal employees. The Channel Sales Partners need to be continuously updated and educated on innovations and upgrades to their solutions in the market. Service Partners need to get trained on providing various services like repair, refurbishment, and installation on various products. Internal employees participate in the Customer's in-house training conducted by the HR and Training department.

To reduce training costs and to address the increasing training needs of the Channel Sales Partners, Service Partners, and internal employees, the Customer wanted to deploy an eLearning solution to conduct

training programs online. Development of an eLearning solution would address the following issues:

- **Time and Effort:** Conducting and attending on-site training requires significant time and effort from organizers and participants.
- **Distance and Logistics:** Since all the Channel Partners operate in various geographic locations, travelling to on-site training locations involves significant time and logistical planning.
- **Cost:** A considerable amount of money is spent for on-site training given the issues mentioned above about time, effort, distance, and logistics.

The Solution

AgreeYa was engaged by the Customer to develop, customize, and implement an eLearning solution and provide post-implementation training. AgreeYa proposed a leading Open Source eLearning solution. This eLearning solution provides a range of functionality covering content creation and delivery, communication, collaboration, and management including tracking and assessment tools.

The project was completed in two phases. Phase 1 included development of the Customer's eLearning

portal site; Phase 2 included the development and publication of course material, automation of processes, and integration with Active Directory and Partner Portals.

The Results

The key advantages delivered include:

- Decreased training costs by reducing travel and logistics expenses for partners across various geographies
- Self-paced learning environment which allows employees and partners to increase their knowledge on products at regular intervals and at their own pace
- Easier management of training and reporting to identify the training needs of partners and employees.
- Increased understanding of products by Service and Channel Partners.

About AgreeYa

AgreeYa is a global systems integrator delivering competitive advantage for its customers through software, solutions, and services. Established in 1999, AgreeYa is headquartered in Folsom, California, with a global footprint and a team of more than 1,700 staff across offices. AgreeYa works with 500+ organizations ranging from Fortune 100 firms to small and large businesses across industries such as Telecom, BFSI, Healthcare, Pharma/Life Sciences, Utility, Technology, Public sector and others.

AgreeYa has received considerable recognition in the industry for its technology leadership, quality processes, and customer success that includes Microsoft Gold partner, SEI CMMI, ISO 9001:2015. We engage with our customer as a trusted partner to live our motto "...building our future on your success".

AgreeYa's software portfolio includes QuickApps (award winning suite of SharePoint web apps and pre-built templates - www.quickapps.agreeya.com), Site Administrator (gain insight for improved compliance and governance of your SharePoint environment - www.siteadmin.agreeya.com), Recovery Manager (solution for rapid and scalable SharePoint content restores - www.recoverymanager.agreeya.com), BeatBlip (simplify software test automation - www.beatblip.com), and Cogent (comprehensive end-to-end case management solution for collections and law firms - www.cogentcollections.com).

As part of its solutions and services offerings, AgreeYa provides intranet/portal, content management, and collaboration, cloud and infrastructure solutions, business intelligence and big data analytics, product engineering, application development and management, independent software testing, and staffing (IT, Non-IT, and risk/compliance/AML) solutions.

For more information, visit www.agreeya.com



The Technology

The application was developed using an Open Source Course Management System with PHP, HTML/ XML/ CSS as server and client side technologies. Oracle 9i is used as a database to handle large size courses.

AgreeYa's eLearning Solutions

AgreeYa provides flexible eLearning solutions that have a measurable impact on performance, achieve specific business outcomes, and reduce training costs for organizations.

AgreeYa's eLearning Solutions enable rapid course development and deployment, providing the right knowledge and tools for employees to work effectively. AgreeYa uses an Open Source Learning Management System (LMS) which is customized to meet the specific needs of each organization. This LMS is designed using sound pedagogical principles, to help educators create effective online learning communities, and can scale from a single-instructor site to a 200,000-student university.

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