



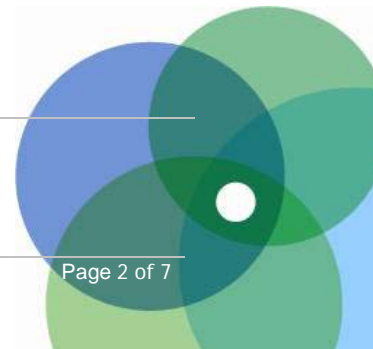
Products & Services

HCS Professional Services



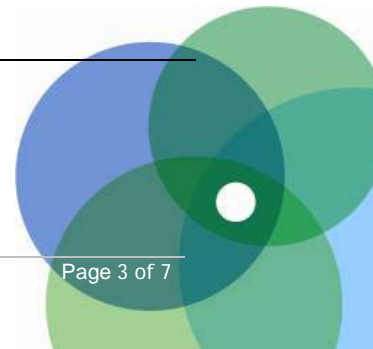
HCS offers the following products and services:

Broad Service Areas	
Consulting	HCS provides consulting services to assist you with learning, development and collaboration strategy and processes. We have expert experience in process mapping, process re-design and optimisation, functional specifications, business requirements gathering and implementation.
Project Management	Our project management methodology allows us to work seamlessly with your organisation to achieve your goals. Our experience allows us to manage small to large projects, ensuring close contact with you is maintained. We believe it is imperative that issue and risk management, reporting and escalation processes are in place. We firmly believe in formalised Post Implementation Reviews, so that both HCS and you benefit from lessons learned during the project phase.
Strategy	Sometimes creating a strategy or confirming that yours is correct can be a daunting. We can help to ensure that your strategy meets the needs of your customers, employees as well as meeting any regulatory needs.
Change Management	HCS possesses a wealth of experience in Change Management. We believe that all stakeholders should be fully engaged throughout a project, and careful planning for your end users is thoughtfully planned for. Organisational change, training, communications and support processes can easily be catered for as part of your project.
Training	Training covers a wealth of activity and HCS can provide everything from strategy, to logistics, materials planning and preparation and even facilitation. Our staff have strong learning and development backgrounds to cater to your needs.



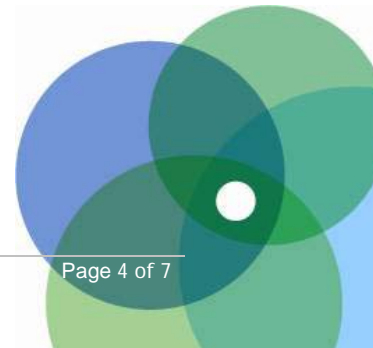
Specific Consulting Products – Education

<p>End User Training Sessions</p>	<p>Where organisations don't have the capacity to train their end user groups, we can help.</p> <p>These sessions can be designed around:</p> <ul style="list-style-type: none"> • Manager Awareness Training • User Awareness Training • Administrator Awareness Training <p>Sessions can be large seminar style or smaller hands on sessions</p> <p><i>Benefits</i></p> <p>Organisations often don't have time to do either initial end user training or refresher training further down the track, impacting effective use of the system.</p> <p>These sessions act as 'ongoing PR' for the system, and keeps it front of mind for end users.</p>
<p>Master Classes</p>	<p>Specialised classes in advanced areas of Saba run quarterly. These may be on general Saba topics such as 'Competencies' or 'Certifications, Re-certifying, and Versioning'.</p>
<p>Saba Bootcamp</p>	<p>2 day Introductory Training Sessions for staff post implementation.</p> <p>For new Administrators in existing client companies, where Saba knowledge may be diminishing due to staff churn.</p>
<p>Centra Hosted Training Session</p>	<p>This session is designed for users first setting out with Centra. Hosted by an HCS Consultant, this session teaches the basics of holding Centra sessions, including the interface, inviting attendees, importing agendas and more.</p>



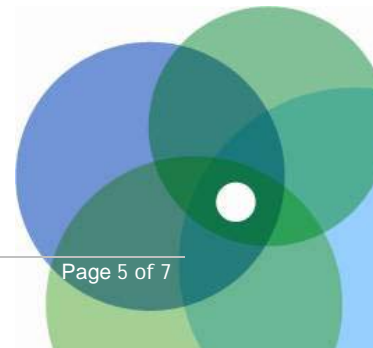
Specific Consulting Products – Maximising your Investment in Saba

Health Check	<p>How well is your system being utilised?</p> <p>Do your end users appreciate it? Does management support it?</p> <p>Are your reports and notifications giving you the best value? What are your most common help desk problems?</p> <p>The Health Check identifies issues relating to staff usage, how the administrators are using the system and the acceptance by management of the data captured.</p> <p><i>Benefits:</i></p> <p>The Health Check may prompt such actions as:</p> <ul style="list-style-type: none">• Internal Re-launch / Re-brand of system• Creation of additional learning resources about the system• Further education for your administrators
Documentation Cleanup / Creation	<p>For organisations whose implementations did not allow time for proper process documentation to be created. This service will:</p> <ul style="list-style-type: none">• Map existing processes and document• Establish process supporting documentation <p><i>Benefits:</i></p> <p>Business Continuity Reduce risk around losing trained staff / systems</p>



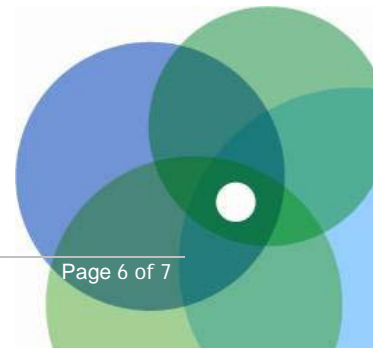
Specific Consulting Products – Maximising your Investment in Saba

Reports Review	<p>Are your current reports sufficient for your needs? Are you exporting data to Excel for manipulation where perhaps you don't need to? The Reports Review investigates:</p> <ul style="list-style-type: none">• How you currently report• Report stakeholders• Time taken weekly / monthly for reporting• Creating reporting efficiencies <p><i>Benefits:</i></p> <ul style="list-style-type: none">• Ensure you are maximising your data to satisfy reporting requirements• Save time reporting
Notifications Review	<p>Initial creation of notifications at implementation time may not be sufficient to support your current business processes. The Notification Review investigates:</p> <ul style="list-style-type: none">• What notifications are currently turned on• Is the wording of your notifications effective?• Should other notifications be on?• Are the recipients of your notifications relevant?• Should you look at HTML notifications? <p><i>Benefits:</i></p> <p>Notifications are the public face of your LMLS. If they are badly worded, presented or irrelevant, you are damaging the creditability of the system. <i>Can be combined with a Reports Review.</i></p>



Service Pack Upgrades (choose one or more services)

User friendly presentation of features – Client lunch	A one hour presentation about the new features, and what roles they will impact in the system.
Upgrade Impacts Study – Site Specific	To determine per customer how an upgrade will affect their: <ul style="list-style-type: none">• Yearly Plan• New Functionality• Content• Change Management• Customisations• Reports• Notifications• Other
Testing Strategy	How to ensure your upgrade is bug free. This service covers: <ul style="list-style-type: none">• Test Strategy• Test Plan• Testing Scripts• Testing Facilitation• Content Testing <p><i>Benefits:</i></p> <p>To ensure that your production environment will be clean after an upgrade.</p>



Professional Services - Centra

Centra Pilot	Allows an organisation to trial Centra for a 2 week period with a maximum of 10 users. HCS will hold a Centra based training session during this period.
Centra Implementation	A full Centra Implementation.
Centra Integration	Integration of Centra into LMS
Centra Training	Additional online training sessions for users, or purchase a recorded session.

Implementation Services

Performance Implementation	Full project based implementation of Saba Performance or other Performance Management System
Learning Implementation	Full project based implementation of Saba Learning or other Learning Management System
Centra Implementation	Implementation of Centra Collaboration tool or other similar system

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