# Managed Learning Services

## The gateway to service excellence

## A successful managed learning service requires two key ingredients.

Firstly, a highly effective suite of tools, processes and methodologies and, secondly, the skills and desire to understand the specific needs of your business and deliver the learning that supports your success. At Weblearning we believe both are equally important.

At the core of our approach is a robust and proven service methodology (fig. 1 below) which guarantees that Weblearning constantly meets governance requirements, drives rapid early gains as we take control of on-going service delivery and promotes a culture of continuous improvement based on suitability of learning, quality and value for money.
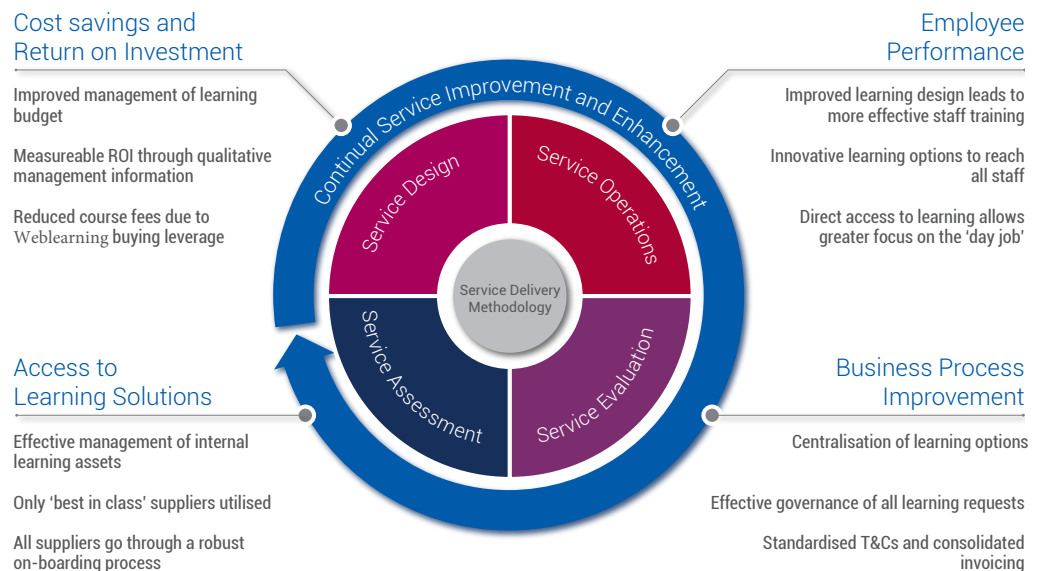
### Cost savings and Return on Investment

Improved management of learning budget

Measureable ROI through qualitative management information

Reduced course fees due to Weblearning buying leverage

### Employee Performance

Improved learning design leads to more effective staff training

Innovative learning options to reach all staff

Direct access to learning allows greater focus on the 'day job'

### Access to Learning Solutions

Effective management of internal learning assets

Only 'best in class' suppliers utilised

All suppliers go through a robust on-boarding process

### Business Process Improvement

Centralisation of learning options

Effective governance of all learning requests

Standardised T&Cs and consolidated invoicing

**Fig 1 – Weblearning Service Delivery Methodology**

Beyond this we deploy the people who will truly make the difference to your business. Every MLS implementation is supported by a dedicated team headed by an experienced Service Delivery Manager who will be involved from implementation through to full operational deployment and continuous improvement.

The Service Delivery Manager will ensure you get:

- Learning that best meets your needs and business goals.
- The highest quality of customer service.
- Detailed analysis of training budget spend.
- Demand planning, trend analysis future needs projections.
- Proactive programme of continuous improvement.

We believe that learning is about the success of your people and your business and our approach reflects this.

# Service Delivery Methodology
## A framework for success

The Weblearning Service Delivery team adopt a client centric approach to client engagement and service management. Gaining a thorough understanding of each customer's specific requirements, we implement a service strategy that reflects the customer's specific business drivers.

### Service Assessment - Listening to you

Our starting point is to work with customers to ensure the identification, agreement, and documentation of the on-going service objectives, avenues of communication, process re-evaluation, measurable success criteria and necessary contingency planning.

Each agreed aspect of the service is fully defined and benchmarking targets are established to measure project progress.

The process includes:

- In depth client workshops to assess requirements and define service goals and objectives
- Review of processes, systems and personnel
- Evaluate weaknesses
- Create recommendations

**The outcome:**
An understanding of your business requirements and needs, to identify quick wins and immediate improvements.

### Service Design - Laying firm foundations

During the design phase, Weblearning applies proven principles and templates to establish scalability, value and effective on-going management and support.

This phase encompasses:

- Creation of improved process maps
- Design of a Service Improvement Plan
- Operational guidance
- SLA Setting and Benchmarking
- Transition planning
- Recommendations

**The outcome:**
A highly effective basis for a tailored customer centric deployment.
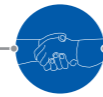
### Service Operation - A trusted partner

The Weblearning Service Delivery team work closely with key stakeholders throughout the delivery of the contract. They utilise a variety of proven engagement approaches to support the delivery of service.

Weblearning follows a quality management process, incorporating many of the key principles of the PRINCE2® project management and ITIL® service management methodologies to ensure there is consistency and a degree of quality control across all levels of the service engagement.

Once operational, Weblearning will support your business by offering the following services:

- Configuration, deployment and transition of systems and processes
- Training requirement identification and scoping
- Assessment of alternative learning approaches
- Internal Skills Assessment (SFIA based)
- Supplier on-boarding and evaluation via Weblearning Partner Solutions team
- Focus Groups
- Customer approval and sign-off
- Learning Programme design (e.g. graduate training programme)
- Introducing subject matter and industry experts

**The outcome:**
A world class learning solutions with innovative delivery, enhancing employee skills.
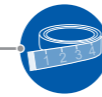
### Service Evaluation, Reporting and Management - Measuring the value

We believe it is essential to review the level and quality of all aspects of the services we provide. Weblearning's service evaluation therefore goes beyond standard management reporting to include:

- Service Monitoring/Governance
- Regular service review meetings (i.e. monthly or quarterly)
- Monthly Management Information (MI); outlining overall spend, savings and quality analysis
- Kirkpatrick based evaluations
- Staff focus groups to assess successes and failures
- Benchmarking against other learning suppliers
- Return on Training Investment
- Trend analysis

Throughout this on-going process, customers will clearly see how the service is working for them and be actively engaged in service evolution discussions, shaping future delivery.

**The outcome:**
True transparency, showing performance, cost savings and tangible return on investment.

### Continual Service Improvement and Enhancement - Striving for operational excellence

In today's market, organisations demand measurable business benefits from their investments and this includes their learning and development partner.

Weblearning is driven to continually improve and enhance the service it provides and to demonstrate those benefits back to its customers. Starting with the data and feedback gathered during the service evaluation phase and then the experience we gain as we deliver the service, we are able to make continual business improvement proposals.

These tactical improvements are also supported by a long term strategic, service enhancement plan which would encompass:

- Service Improvement Plan (on-going)
- Redefining, improving and streamlining business processes
- Service Enhancement Plan (strategic, reviewed annually)
- Bringing new, quality enhancement proposals to the service

Throughout this on-going process, customers will clearly see how the service is working for them and be actively engaged in service evolution discussions, shaping future delivery.

**The outcome:**
A long term partnership with sustained customer satisfaction and increasing value.

"A successful MLS is founded on a desire to understand a Customer's business. We recognise this and act accordingly."

**Al Wilson**
**Head of Client Services**