

// Technology Enablement Services

## IMPLEMENTATION OVERVIEW

### Maximize Your Investment, Drive Utilization and Achieve Your Goals

Congratulations! You've made the decision to invest in your team's development. You can count on WorkForge to lead you through your implementation, help tailor your strategy, and offer guidance on best practices. We will also provide ongoing support for improved learning outcomes, heightened employee engagement, and organizational performance and growth.

#### YOUR IMPLEMENTATION PACKAGE INCLUDES:

##### Portal Configuration

We set up your interface according to your organization's specific needs and requirements.

##### Content Deployment / LMS Set Up

We load and deploy all the content courses chosen for your organization. If you also purchased our LMS, we will configure the system for you with the correct file structure, user permissions, etc.

##### Private Label Portal

We customize the portal interface to feel like a seamless extension of your organization's offerings.

##### Portal Training

We provide guidance on how to effectively utilize the features and functions of your new portal so you're empowered to maximize its benefits.

##### User Enrollment

Enrolling and registering users in the platform, ensuring your individuals have the appropriate levels of access, and are assigned necessary training paths.

#### ▶ Additional Services Can Include:

- Setting up your specific job role requirements, certifications and qualifications.
- Aligning training paths to job roles or job codes based on your needs and requirements.
- Assisting with departmental outreach campaigns.
- Migrating historical training records.
- Setting up pathways.

## Common Questions About Implementation

### Who Will Support Me?

Your dedicated WorkForge team will include:

- Implementation Manager
- Client Success Manager

### How Should We Prepare?

- Identify who needs to participate in the training sessions
- Identify the Team LMS Admin and Point of Contact
- Alignment on the Go Live date

### What Does the Training Involve?

Five training sessions include:

- Overview of LMS
- Team Admin / Team Lead Training
- User Summary Training
- Content Structure Training
- Reporting Training

### What Ongoing Resources Will be Available after Implementation?

- Your Client Success Team is always available
- Quarterly Product webinars for updates
- Step-by-step guides and resources are available in the Workforge Help Center

## IMPLEMENTATION TIMELINE

### Week One | Portal Configuration

- Kickoff meeting
- Complete Portal Configuration Package
- Import users
- Build Organization and Learning Navigator

### Weeks 2-3 | Data Migration\*

- Complete migration templates
- Import records and content

### Weeks 4-5 | Technical Integrations\*

- Configure integrations
- Validation and testing

### Weeks 6-7 | Training

- LMS Administrator credential
- Five 1-hour training sessions
- WorkForge Knowledge Base
- UAT validation

### Ongoing | Partnership

- Product enhancements
- Product utilization
- Business reviews
- Renewal

*\*Steps are not applicable if LMS is not purchased*

*"This training is much better than our old training. It was so easy to get my training videos uploaded and out to the team... I wish we moved to this LMS a long time ago!"*

Lisa Miller, HR Director at PPC Flexible Packaging