

## Implementation Services

**Personalized guidance during the planning process.** When you're launching a comprehensive training initiative, insightful planning is crucial to success. With Toolingu U-SME, you don't take on the challenge alone. A dedicated Implementation Specialist becomes part of your team, helping assure results.

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### Together, we'll work through the elements of success:

- Setting goals and expectations. Identify specific purposes, how they fit with other initiatives.
- Identifying training champions. Who are the administrators? What are their responsibilities?
- Program administration. This may entail multiple levels or groups, each with different tasks and permissions.
- Building the training program. Finalize the curriculum details, from determining content to setting passing test scores. Consider what you'll need to be successful, and what challenges you may face, such as having enough up-to-date computers, dedicated space and time for training, or even addressing language barriers.
- Establishing a communication plan. How will you distribute course information and engage employees? Consider using incentives to encourage participation in the program, especially if it is voluntary. If it's not voluntary, how will you enable your staff to complete their training?
- Metrics and reporting. Set measures of success for tracking—from courses completed in a dedicated time period to course passing scores achieved.

### From Implementation to Customer Success: roll out, follow-through, and proactive support.

During the planning process your Implementation Specialist will integrate a Client Success Manager into the team. Your CSM becomes your dedicated contact throughout the lifecycle of the program. From roll-out and progress updates to troubleshooting and proactive ideas, we are a partner you can count on.