LARMERBROWN

**LARMERBROWN
PLATFORM**

enhancing the learner experience

Learning Content Development and Deployment

The Larmer Brown Platform is a comprehensive and powerful authoring and delivery solution for all of your learning content. Our solution helps you manage all aspects of learning including system rollout and performance support, change management, compliance and soft skills training.

With the Larmer Brown Platform you can easily create an end-to-end training strategy for your learners. Begin the learning journey in the classroom, create online courses, provide a professional knowledge portal for explorative learning and deliver post training on the job in-application performance support. All of this ensures your learners have the type of help they need precisely when they need it.

The Larmer Brown Platform is available either via a hosted annual subscription or on-premise as a perpetual licence. We also offer a range of complementary products and services to help ensure a risk free yet affordable implementation. We can provide as much or as little support as you require, whether you wish to outsource all aspects of your learning project or simply need our managed hosting service, with or without mentoring and support from our experienced team.

The following Services are outlined in this brochure:

- Managed Hosting and Support
- On-premise Installation, Configuration and Testing
- Discovery Workshop
- Author Training
- Content Development and Maintenance

Single Source
A range of outputs can be generated from a single recording of a system process or skills content. The outputs include:

- Training documents
- Three different Performance Support modes
- eLearning Simulations
- Animations
- Multi-media
- PowerPoint presentations
- Process Flows
- Test Scripts

These outputs can be translated into 45 languages.

Template-Based Creation
Templates can be customised to reflect your organisation's branding, preferred styles and project requirements. All content is faster to create as well as consistent and professional.

Author Collaboration
A collaborative, multi-author environment enables your Content Authors to work together as content development teams, using full task management, version control and automated workflow to streamline your content development projects. Shared assets ensure all content created adheres to a defined style, providing an enterprise content development solution.

A Professional and Comprehensive Solution

Accelerate Content Development and Deployment

The Larmer Brown Platform streamlines content production by providing a solution that is single source and enables you to repackage content in different formats for use in multiple learning scenarios.
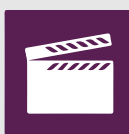
In addition to creating eLearning and training documentation, the platform also allows you to make your learning content available directly within an application via three types of Performance Support. This is especially effective for reducing learning curves associated with software changes.

By capturing context sensitive content during your system recording process, instructions, advisory messages or suggested support assets can appear automatically, providing proactive support to the user when they are working live in an application. This level of performance support enables your users to complete tasks quickly and efficiently on-the-job without unnecessary distraction.

Developer
A feature-rich tool that allows Content Authors to capture software processes, create fully interactive software simulations and soft skills courses.
Your Authors can also create content containing audio, video and animation, further enhancing the learning experience.

Instant Developer
SMEs and process owners can capture and distribute processes with minimal training using the Instant Developer. Once the raw process has been captured, content can be imported into the Developer for further enhancement, or published directly for Project team reviews or learner consumption.

Manager
Content Authors can collaborate as content development teams using full task management, version control and workflow. This collaborative working ensures that your learning content can be created to a defined style, re-using assets and providing an enterprise content development solution.

Desktop Assistant
Provides performance support for users straight from their desktop in the form of simulations, guided tours and context sensitive help.

Integrated 'Lite' LMS

The integrated 'Lite' LMS provides a learning portal that can be branded with your corporate colours and logo. Learners access personalised learning paths usually critiqued by job role.

Utilising ten quiz templates, learner activity can be tracked and reported. Learner achievement is recorded via six comprehensive management reports.

If your organisation has an LMS, the content and/or tracking and reporting information can be exported/imported, aligning your project to your corporate strategy.

Learners access assigned learning content directly from the Lite LMS. Managers can track and report learner progress using any of the following six standard reports which are available by single user, role and organisational unit. These reports can be customised or additional ones created:

- User Report
- User by Assignment
- User by Progress
- Lesson Reports
- Lessons by Assignment
- Lesson Step Report

Training Needs Analysis

Identifying knowledge and skills gaps is a major challenge in most organisations, particularly when it comes to enterprise software. Assessing learning needs is the key to delivering efficient training programs and ensuring your workforce performs effectively, especially crucial for legislative requirements.

Undertaking a Training Needs Analysis specific to your applications and user job roles helps to ensure efficiency within your workforce and adherence to the latest regulations. Our Training Needs Analysis tool allows you to automate the identification of skills and knowledge gaps and create learning paths tailored for each user.

Our TNA Service comprises:
- Strategy and Planning
- Interviews or Workshop
- Creation of Job Role Specific Profiles
- Online Assessments
- Automated Results
- Tailored Learning Paths
- Reports confirming user activity and achievement

The Workshops usually include key stakeholders such as the Project Owner or System Architect, ensuring that we understand your specific business needs and gain an understanding of your user base. It is important at this stage to understand how your users need to utilise the software, aligned to their job roles and your strategic goals.

These moderated sessions follow an agreed format and uniform approach, with all responses documented for evaluation and reporting purposes. We use a set of standard interview templates, but these can be customised to include any specific questions relating to your business and software.

All users are mapped to roles based on their job function, system usage and/or soft skills. Our ever increasing assessment database is aligned to the findings identified during the interview workshops. Once users have completed the online assessments, knowledge gaps are identified via the reporting tool and, following analysis, personal learning paths are created.

Managed Hosting

By choosing the cloud-based Larmer Brown Platform, you have access to a fully managed solution at an affordable cost. Supported by our international hosting partner, our platform is secure with the added benefit of personal support from our experienced Technical Specialists. This cloud-based solution incorporates software upgrades and bug fixes as well as technical telephone support.

If you have your own internal content development team, our Managed Hosting Service can include access to our collaborative, multi-author environment for your learning content development. Your instance of the Platform includes configuration for your security, roles and permissions. Your learning content can be accessed via the Larmer Brown Platform's 'Lite' LMS, reflecting your organisation's corporate brand. Learners can be assigned to learning groups and progress tracked for each individual. We can manage this on your behalf, providing customised reports, or you can assign your own authors and administrators.

Our Managed Hosting Service can include:

- Installation, configuration and testing
- Ongoing software management
- Customised branding / re-skin
- Creation of appropriate learning paths
- End user management
- User activity tracking
- Management reporting
- Telephone support

On-Premise

If you prefer, the Larmer Brown Platform can be installed on your cloud or on-premise.

Our Technical Team can provide installation, configuration and testing services, including three month's support, to ensure the platform has been installed and tested for full functionality and access across your infrastructure. A detailed installation report provides your own Technical Specialists with instructions, reference and upgrade paths.

We also offer ongoing Support services via either an Annual Agreement or purchased hours.

Discovery Workshop

There is much to learn to be able to utilise the Larmer Brown Platform effectively and efficiently to support your learning content development project. In addition to becoming skilful in recording and editing, it is vital that your environment is correctly configured, and you set standards for the look, feel and function of your content.

Our Discovery Workshop comprises a series of carefully planned sessions that efficiently prepare your organisation to achieve maximum benefit from the Larmer Brown Platform. Delivered by our experienced Consultants, these sessions will guide you through the discovery and mobilisation phases of your project to ensure that your team is fully prepared for implementation.

Our Discovery Workshop encompasses three key areas:

Larmer Brown Platform Features and Functions

Content Development and Deployment Options

Prototype Development and Documentation

Author Training,
Mentoring and Support

We offer two facilitated Author Training Courses that provide an introduction to the content authoring capabilities of the Larmer Brown Platform. This essential training offers the opportunity to gain hands-on experience of the basic and advanced features and functions of the tool, to get your content development team up and running fast.

The Basic Features Course provides Content Developers, Technical Writers and Instructional Designers with an introduction to the core features of the authoring platform, with the Advanced Course providing more in-depth training on additional features better suited to Lead Developers and Senior Designers.

Recognising that it is becoming increasingly difficult to take time out of the office for training, our training course format offers a comprehensive learning programme via a combination of online and classroom sessions, providing accelerated learning in hours rather than days. The modular approach provides a truly bespoke training programme catering to the learning requirements of each individual, enabling you to pick and choose the topics that you wish to cover.

Content Development Service

If you have limited expertise or resource in-house, our content development service can support your learning project. Our experienced Development Teams and Instructional Designers have extensive hands-on experience of planning and delivering content development projects. We can offer a Senior Consultant to advise and/ or lead your own Development Team, or simply supplement your resources to meet a specific deadline. Alternatively, we can provide a fixed price proposal to scope and develop all of your content on your behalf, ensuring that your developed content addresses the requirements of the entire Project Team, as well as your learners.

Our content development methodology incorporates up to nine phases of development to ensure your content meets required standards. Before we commence any project we facilitate a Discovery Workshop to align the content development to any related project plans, assigning roles and responsibilities, as well as the creation of a Work Plan reflecting any dependencies, risks and recommendations. Key factors such as change management, user adoption, training strategy and delivery are also discussed and agreed. We build a content prototype following agreement of your content standards and guidelines, which will then be utilised for all content development moving forward.

Our Lead Developer will keep you abreast of project development with a daily update email summarising activity, achievement and any risks. A weekly status report is compiled and sent, with an optional status call, to ensure you are fully up-to-date.

Content Maintenance

The continuous maintenance of your content to ensure it accurately represents learning requirements, as well as providing an accurate representation of your system, business processes and / or legislation, is crucial. Our Content Maintenance Service ensures your users receive comprehensive, process-led eLearning, documentation and support materials that always reflect your current applications and processes.

As your process-driven applications embed across your organisation, it is necessary to continuously enhance functionality, instigate configuration updates and refine processes. Every improvement needs to be reflected in your learning content. However, if the development of your systems-based content is not comprehensively 'owned' within your business, once your learning content has been published, it is unlikely to keep pace as your applications undergo continuous change.

Whilst development and continued maintenance of your learning content is not particularly difficult, unless your Developers have sufficient exposure to the technology, and can commit time to the task, in order to become proficient, it can be time consuming.

About
LARMER**BROWN**

Larmer Brown has been delivering learning solutions for more than three decades, supporting clients with their learning initiatives and training programmes using a variety of content development tools, both on-premise and in the cloud. Our primary objective is to help organisations realise the desired business benefit from their software through the implementation of content development and training delivery programs.

We actively support our corporate clients, enabling them to gain the very best from their investment in technology, whilst being mindful of the need to align to their corporate objectives and business strategy. This experience is often challenging and has earned us the position of trusted advisory to many well-known organisations, and a reputation that we are proud of.

Although we are a relatively small team with a niche offering, our objective approach, extensive experience and expertise within the Learning and Development technology arena ensures we are perfectly placed to guide our clients to make the right decisions for them. Each of our clients is a reference and willing (subject to NDA) to discuss their experience of working with the Larmer Brown Team.

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