

## SYSTEM ADMIN SERVICES

*powered by*



SA (System Administrator) Services provides Taleo Learn clients with outsourced LMS administrator services that allow LearnCenter clients to delegate LMS build, implementation as well as ongoing maintenance and development to seasoned eSkillz System Administrators.

The management and development of any LMS can be an overwhelming task and often met with limited in-house resources that have existing roles and responsibilities within their organization. eSkillz has the in-house resources and knowledge necessary to fulfill the roll of outsourced Systems Administrator for your company or agency on a full-time or part-time, short-term or permanent basis. By contracting eSkillz SA resources, Taleo Learn clients have immediate access to already trained LMS specialists with expertise in applying best practices implementing and deploying successful Learning Management Systems. Learn clients can thus benefit by not having to hire additional FTEs (full time employees) nor distract the administrators from his own job role in order to develop the LMS.

SA Service contracts come complete with an assigned, designated eSkillz SA Team Lead who will manage the overall project and become intimate with the client's LMS objectives. In addition, the client will have access to an entire team of SA specialists who possess a variety of specific skillsets such as custom courseware build and unique application knowledge such as Captivate. All SA Services work is tracked through a comprehensive and custom built Project Management/Ticket tracking system which can pull detailed data on all LMS labor including all aspects of the management of the project such as conference calls, development, time spent in the control panel, etc. These custom reports can be sent to the client on a consistent basis to keep the client informed of SA Services volume and consumption of labor hours.

### TOP SA SERVICES BENEFITS!

- On-demand access and convenience of 'renting' a System Administrator when and where you need it.
- Flexible cost plans that allow you to purchase buckets of LMS labor hours to assist with your LMS maintenance and development requirement as you need them.
- Advanced levels of expertise available as you work with seasoned and continually trained eSkillz LearnCenter Systems Administrators.