



BUSINESS PROCESS OUTSOURCING

THE E-LEARNING

The Service



The Challenge

We set up a Back Office service, an onboarding and reporting certification, for our client based in Belgium, who developed a specific e-learning platform. Our service had to support three different continents and provide two languages options.

Our Service

We built a 30 members team to offer a customer and a technical support over USA, Europe and Asia.

We provided software maintenance, test and support to guarantee the proper delivery of courses to all the stakeholders. Daily, weekly and monthly reporting for proper follow-up to their needs.

We assisted the learners from the onboarding till the certification
We guaranteed the adequate commercial and financial reporting on signed contracts and supported the business development for the commercial executive to ensure a world wide success

Scope of Services



The Scope of Services

We offered assistance to internal departments and to the clients.

On the specific need of our client, we have deployed an offer for three continents: Asia, Europe and the United States.

1 Customer Support

2 Technical Support

3 Audit Service

4 Account Management

The Customer Support

*Focus on helping consumer to use the service correctly,
efficiently and effectively*

- ✓ Provide a follow-up before, during and after learning sessions
- ✓ Create users accounts and Invite students
- ✓ Communication with learners (*ex: explain, guide, report, progress follow-up*)
- ✓ Implement trailers of the courses on the company's website
- ✓ Follow-up of issues and problems resolving (*access, non-attendance...*)
- ✓ Report a weekly basis (*training progress, issues and problem resolving*)
- ✓ Manage and report the satisfaction survey program

The Technical Support

*Provide technical assistance if needed
(laptop, servers, website...)*

- ✓ Improve clients' database management (*to secure and streamline process*)
- ✓ Track all changes and keep all databases up to date
- ✓ Write down all the business operations processes and procedures and keep updated
- ✓ Create courses assessments and exams based on customer's demands
- ✓ Improve existing operations processes and procedures
- ✓ Identify and propose technologies improvements in order to better support business development



The Audit Service

Ensure that we complies with the internal policies of the parties and the regulations but also stay in accordance with the agreements

- ✓ Stay compliant with regulation (*ex: GDPR : protect the personal data and privacy*).
- ✓ Create greater trust, with appreciable transparency through our audits.
- ✓ Provide consistent audits to address the most complex issues, deploying the latest high-quality audit tools and technologies.
- ✓ Ensure bespoke service as well as a consistent methodology.

The Account Management

Good business is built on good relationships.

- ✓ Communication between the client and the customer support team for a strong representation of the team and define customer expectations.
- ✓ Maintain and develop relations with statistical reports and calls.
- ✓ Build customer loyalty and develop these opportunities by helping the customer achieve their goals.
- ✓ Renewal contracts and ensuring customer satisfaction



How the e-learning program is setting up



The Process

The learner need to follow four steps to succeed with the program

1 Skills Gap Assessment

2 Learning Management

3 Report Management

4 Final Test and Certification

1. Skills Gap Assessment

After defining the customer's needs, we propose a skill evaluation to identify the learners competencies

- ✓ Analyses skill gaps of learner
- ✓ Creates Learning Plan and Schedule
- ✓ Tailored to organizational roles
- ✓ Client validates or advises at submission



3. Report Management

The team executes learner follow-up to guarantee learning plan completion.

- ✓ Key Program Metrics
- ✓ Learner and Manager reports
- ✓ Learner Progression
- ✓ Skill Improvement





4. Final Exam & Certification

The final exam is given to students at the end of the course for a final review and certified the knowledge of the learner.

- ✓ Learner takes the final assessment
- ✓ We deliver to the learner a certificate at completion.



Service Levels



Three Levels of Service

There is three level of services to best suits to the needs of the client

- ✓ **Full service** : program management, including learner follow-up
- ✓ **Standard Service** : program management
- ✓ **Technical Service** : basic access to the courses





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IF YOU NEED MORE
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We gather all our strengths
to provide you with a
service tailor-made to your
needs and expectations.

Thank you for your trust

