



# Training Management Services

## Training Management Services for the Enterprise

Many organizations are already outsourcing part of their training function. By selecting a single strategic partner that can handle all aspects of training—including administration, delivery, promotion and management—organizations can save money and experience an increase in quality.

ONLC Training Centers has been in the business of training for over 20 years and we have the talent, experience, and systems to successfully and efficiently support your entire enterprise training effort. When you select ONLC as your primary training provider, you get to leverage the strength of our entire organization.

Consider the benefits of outsourcing your training function to ONLC Training Centers. Instead of spending hours scheduling training, assembling training materials, or tabulating results from class evaluations, your staff can turn their energies to areas of greater strategic importance of your business. ONLC can also hire and manage your staff members, introducing them to our systems and best practices.

Organizations need to decide the level of partnership that makes sense and the specific areas to be covered by that partnership. One organization might decide to outsource only technology training; another might decide to outsource training and administration; still another might seek help with the development of custom courseware or e-learning modules.

Whatever the mix of services, ONLC Training Centers can help you reduce cost and increase the quality of your training program.

## Partnering with the Region's Best



ONLC Training Centers, founded in 1983, is one of the largest training companies in the USA with more than 20 delivery locations in the Northeast. We have trained over 250,000 IT professionals, developers, and end-users and are taking a lead role in blending classroom training with internet conferencing. Our clients include Tyco, IBM, DuPont, Dow Jones & Company, Citi Group, many medium-sized businesses, and more.

ONLC has been recognized by Microsoft as their #1 Ranked Training Partner in the East Region. Additionally, as a charter member of United Training we can deliver training in more than 60 locations throughout the USA and Canada.



## Your Own Training Management Team

When we partner with a company to provide training outsourcing services a Training Management Team is assigned. This group is responsible for overall account management, administration, and training delivery.

One of our Business Development Managers will take a lead role with your account. The manager will work closely with you to understand your organization's training needs and to share our best practices and ways that other companies are approaching the challenges of training.

In some cases our manager may recommend reserved classes. These sessions are just for your group and may be a more cost-effective solution than off-the-shelf courses. Reserved classes allow us to tailor the training to meet your specific learning objectives and to do so within your time and budgetary constraints. (See our Corporate Training brochure for details and examples.)



Learn how ONLC Training Centers can improve the quality of your training and ultimately your business' bottom line. Contact our Business Development Managers at...

1-800-288-8221



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www.onlc.com

## Administrative Services Overview



Administrative tasks associated with delivering training can be time consuming and costly. If you were to calculate the time and effort spent on creating and managing the schedule, promoting classes, coordinating registrations and training staff, plus managing the software setup and facilities, you'd realize those administrative tasks account for a considerable, but often hidden part of your training costs.

ONLC Training Centers has the systems and services that can relieve your organization of these administrative tasks, thereby reducing the total costs of delivering training to your staff. We can...

**Manage the Schedule.** Based on your information and anticipated level of demand a schedule of classes is created. It can be composed of a variety of sessions and formats including public and reserved classes, training at your site or ours, e-learning sessions, special events and more.



We monitor the enrollment levels and courses evaluations on-going to make sure the schedule is accommodating needs. Classes that fail to meet minimum enrollment requirements are cancelled and registered students are notified. Additionally sessions can be automatically added for over-subscribed events.



**Create Demand.** We can create hardcopy and electronic publications that promote and explain the training offerings to your users. You can insert your own articles and announcements in these publications. All promotional pieces will be approved by you before being published and can have the look and feel of your in-house publications.

**Automate Registrations (Web-Based).** Our web-based registration system allows us to handle a large volume of registrations efficiently. Registration confirmations and reminders are distributed automatically via email. Chargeback information and summary reports can be generated and directed to the necessary recipients.

We can provide a real-time schedule similar to an ASP service on your corporate intranet training page. Or, the web based registrations can be part of a corporate education portal that we develop for your company. (See next page for details.)

**Manage the Site.** We have techniques for managing even the most complex classroom setups. We can produce the course materials and manage the inventory for your events. If we use your classroom, we can pay a rental fee for each class held there. This can be an important source of funding for your department.

**Provide Evaluations.** Our web-based evaluation system captures data after each class, whether the class is held at our site or yours. Details of each evaluation and summary information are available at any time. Online staff members read each evaluation as a quality check and to identify areas for improvement such as suggestions for new course offerings.

## CASE STUDY

The Director of Technology Training Services at a major university was overwhelmed. In addition to many other responsibilities, he was tasked with coordinating end-user training of the university's administrative staff and faculty. This training was originally subcontracted out to several vendors including ONLC Training Centers.

Soon ONLC began to stand out—our high level of customer service and quality in the classroom convinced the Director to partner only with us and increase our role.

The Director decided to have us handle all aspects of scheduling, registration, and administration while his staff maintained control of the in-house classroom and setup responsibilities. These key aspects were implemented...

*With ONLC Training Centers I'm able to spend minimal time managing training, but I get maximum results.*

**Demand Generation.** We create demand generation pieces such as a monthly hardcopy and email newsletter. This is a collaborative effort and highlights the training offered as well as topics of importance contributed by the IT manager.

**Revenue Flow.** Each student is charged directly for services using a corporate credit card. ONLC then pays the IT department a fee for the use of the classroom. This revenue helps augment the IT department's budget.

**Continuing Improvement.** Regular meetings are held to review our performance and explore ways in which we can strengthen the partnership. New classes are added as the needs of the user community change and expand.

As a result of selecting ONLC as their strategic partner for outsourced training, the Director of Technology Training Services is able to spend minimal time and energy for this end-user training, yet he is having outstanding results satisfying the training needs of the university's user community. In addition, he is able to secure a significant revenue via classroom rental fees that can be used to support the department's overall budget.

## Corporate Education Portal Overview

A Corporate Education Portal is a web-based system that is a single source for your company's training information. We can create a portal for your organization that is private and secure. The system can be hosted on your site, ours, or a combination of the two where static pages are held locally and dynamic content is hosted on our servers. The look of the portal can be branded with your corporate colors and logo.

The Education Portal can include...



### Online Registrations.

Individuals can view the class schedule, get outlines to verify course content and prerequisites, and register for classes through the portal. Our secure server can process credit card payments to maintain chargeback information that can then be

passed to your internal systems electronically. In addition to instructor-led classes, the portal can also contain links to e-learning content or web-based classes available to your users. In this way, all educational opportunities can be listed in one place.

**Class Notifications.** After someone registers for a class, an email confirmation is issued. Reminder notices can also be scheduled as appropriate before the class. In addition, administrators can easily send an email to all participants notifying them of any scheduling changes or special announcements related to the class.



**Evaluations.** Our web-based course evaluation system can capture data for classes held at your site or ours. Each week, our staff reviews the evaluations as a quality check and to look for suggestions for improvement or new courses. Your staff will have 24/7 access to the detailed evaluations and related summary statistics by course and instructor.



### Management Reports.

ONLC can easily generate management reports that show statistics for number of students taught in a given period, average class size, no-show rates, or any other metric that is important to you in monitoring quality and utilization.

Data from these management reports can be integrated into your learning management system. (See article at right.)

## Learning Management Systems

ONLC Training Center's Corporate Education Portal provides many functions found within Learning Management Systems (LMS). Whereas our portal deals specifically with classroom training services, your organization may be interested in some expanded features found in a LMS system, specifically...



**Skills Management.** This component enables you to plan, deliver, and manage a comprehensive approach to organizational skills development. With it an organization can determine the competencies of its employees and target learning to meet corporate objectives.

**Content Management.** In addition to existing content, some systems enable end-users and subject matter experts to author content that is then delivered via the LMS.

To get these features an organization will need to determine if it should develop or buy a LMS. We can help you determine your needs and evaluate if any off-the-shelf LMS may be right for you. ONLC Training Centers works closely with resellers of many commercial LMS programs. If you have specialized needs for your learning management tool or don't need all the features of a commercial LMS program, we can develop one for you.

Once in place, ONLC can provide electronic data transfers to your LMS with information related to the students and events for which we are responsible.

**FAQ Section.** We can work closely with your help desk staff to provide answers to frequently asked questions (FAQs). This is particularly helpful if your organization is migrating to a new version of Office and a significant number of users have similar questions. The FAQ section can help reduce calls to the help desk.

### Downloadable Reference Material.

If you select this option, your organization can have access to over 3,000 pages of reference material related to Microsoft Office. Help desk staff and individuals providing deskside support can push these PDF files out to the end users in need of assistance. Or users can access the files directly through the portal.



Your Corporate Education Portal will provide your organization with access to the critical learning information 24 hours a day, 7 days a week.

## CASE STUDY

### Migration Case Studies

**Financial Institution.** A financial institution was upgrading over 3,000 users to Microsoft Office and Windows XP. ONLC partnered in a project management role to help plan, budget, and coordinate the training aspects of the deployment.

In addition to end-user training, we provided IT Project Management training, communication planning, and technology training to help desk and system engineer staff. Students received custom job aides as part of the deployment and training was delivered in-region as well as in multiple sites located throughout the USA.

**Large University.** ONLC was able to provide services similar to a complete in-house training department to a large university. The university managed the facilities and we did everything else from planning the curriculum, to developing the schedule, to registering students.

To help drive costs from the system we provided extensive programming services to seamlessly integrate our web-based registration system into their existing intranet site so that students can review the schedule and register for courses on-line. We also create monthly newsletters that describe the migration and on-going application training offerings to the university's staff.

**US Navy.** A regional office of the US Navy wanted to migrate almost 4,000 users to Outlook 2000 from Lotus Notes. ONLC was selected because we were able to offer innovative, cost-effective training solutions.

Of particular interest to the Navy was our 3,000+ page downloadable Microsoft Office reference library. This provided an economical alternative to purchasing a complete set of Office manuals for each user.

## SERVICES

### ONLC's Electronic Training Support System

Corporations can take advantage of our extensive electronic training support system. The system allows you to schedule classes, register students, keep instructors informed of changes, and produce management reports...

- **Web-Based Registration System.** In large deployments we create and customize a training registration and administration portal just for your company. On the registration page students can view class schedules, course outlines, and register or cancel a class. On the administration page you can view enrollment levels, create a class roster, and send an email to the entire class.
- **Confirmation emails.** Once students register, a confirmation email is automatically generated by the system. E-mail confirmations detail the title, date, time and location of the training session, including directions and can be routed to managers for approval.
- **Class Evaluations.** Students use our web-based evaluation system when a course is completed. An Evaluation Summary report can then be generated. This summary details the class scores, averages and comments. A weekly report of evaluations can be e-mailed to you automatically.
- **Management Reports.** ONLC can provide you with regular management reports detailing number of people trained, course evaluation summaries, and cost code information for charge back purposes.

ONLC developed this system and has refined it based on years of training experience. It gives us the ability to offer our corporate customers an extremely high level of customer services and quality control at a low cost.

INFORMATION  
REGISTRATION

**1-800-288-8221** or **www.onlc.com**

