

As high tech companies strive to maintain their competitive edge, they are challenged with managing more complex products, shorter release cycles and leaner human and financial resources, all while complying with increasing regulatory requirements. To meet these challenges, high tech organisations must ensure that their entire extended enterprise, including direct sales, suppliers, partners, customer service representatives and customers, have the necessary knowledge, skills and competencies they need to succeed.

Around the world, high tech companies are using the SumTotal Enterprise Suite™ to create cost-effective learning and performance management programmes worldwide; to manage employee, customer and partner certifications automatically and proactively; to achieve higher quality and faster time-to-market; to reduce compliance risk; and to improve customer service and satisfaction.

### Increase Revenue and Customer Satisfaction

To win in the marketplace, technology companies are introducing new products at an increased speed. Fast, targeted delivery of information to sales representatives and partners can help maximise their interactions with customers, more accurately identify the right solutions to meet customer needs, and increase profitability.

SumTotal Enterprise Suite, allows you to:

- Track and report on training completions and correlate learning activities to channel and business performance
- Segment audiences by role, location and/or partner tier, and automatically assign learning tracks, activities, payment options and leads
- Integrate with existing portals and systems to maximise those technologies and provide familiar access
- Register one time for multiple activities within a curriculum, saving time and confusion for learners
- Assign contact centre calls to the best-skilled agents

### Increase Customer Loyalty and Channel Effectiveness

When customers and partners gain a high level of proficiency with your product, you increase the likelihood of future purchases and positive references. With the SumTotal solution, companies can speed time to proficiency for all audiences, and also use analytics to understand which learning activities have the most impact on critical operational metrics.

The SumTotal Enterprise Suite, helps you:

- Ensure that the audience can perform to the required level of quality with precise learning paths and assessments
- Improve performance by assigning certification training for specific job roles and skills and manage annual re-certifications
- Easily blend online and offline activities, including on-the-job training, mentoring and periodic assessments
- Personalise learner experiences and tracks based on business needs and training requirements

# High Tech

## SOLUTION DATASHEET

- Develop custom partner certification programmes based on competency and course completion
- Base lead designation on certifications levels achieved
- Provide incentives, such as discounts, to partners that have achieved designated certification levels
- Increase productivity with individual reports and business dashboards on training gaps and impact on operations

### Track, Monitor, and Report on Compliance

Today's high tech companies must comply with a whole range of regulations, including health, safety, corporate and quality processes, all of which may require formal training, employee communications, detailed record keeping and comprehensive reporting. Showing evidence of training completion also is critical for internal quality processes such as, ISO 9000, SOX or SOPs. Failure to comply can increase risk of production stoppage, fines and insurance costs.

With SumTotal Enterprise Suite, you can:

- Produce compliance reports, whether online or paper, with a wide assortment of templates that you can customise to meet your needs
- Integrate compliance training and certifications into the appropriate workflows for a more proactive approach
- Centralise records for easier administration and management
- Prevent lapses in compliance and certifications by sending notification of impending expirations to employees or managers
- Specify which tables you want to audit in order to collect the specific information you need for your compliance requirements

- Implement version control to track multiple versions of courses and documents
- Easily create ad-hoc reports by organisation, location or other audience criteria
- Segment audiences by role and location for more targeted, specialised notifications

### Control Operational Costs

By consolidating processes and systems and leveraging deep integrations, companies can share more services and technologies across the organisation. More companies are implementing leadership training to help grow talent internally and provide career paths to encourage retention of employees and corporate knowledge assets. Providing training in multiple languages and offline access for employees with limited Internet access also can significantly increase productivity and performance.

With SumTotal Enterprise Suite, companies can:

- Increase productivity by leveraging learning activities across tracks and curriculums
- Use skills and competency assessments to show gaps in current and potential jobs
- Personalise learner experiences based on business needs and training requirements, yet easily administer for thousands of employees, locations and job codes
- Provide anytime access to learning content with offline player for disconnected use that later synchronises with the central system
- Reduce administration using dynamic domains and wizards to manage organisational changes and consolidate data

For more information, please contact your nearest SumTotal Systems' office.  
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