



Augusoft Lumens® Premier Implementation

Customized Hands-On Training and Implementation

This flexible training and implementation option begins when you become an Augusoft customer and continues after you launch your new Lumens site.

“With Lumens Premier Implementation, you dramatically increase the ROI of your Lumens purchase.”

Greg Marsello
VP of Organizational Development
Learning Resources Network

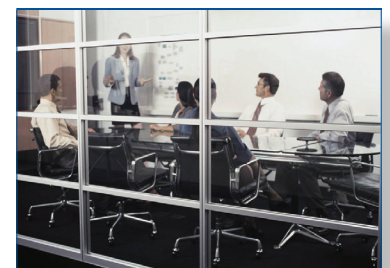
Augusoft in partnership with the Learning Resources Network (LERN), the leading association in community, continuing, and corporate education, offers a Premier Implementation service option to help your program optimize the adoption of Lumens. A Premier Implementation Team consisting of Augusoft and LERN staff will work with your team to design a customized implementation plan to ensure your Lumens implementation is efficient and that you receive the greatest return-on-investment possible with Lumens.

Premier Implementation training begins when you become an Augusoft customer and continues after you launch your new Lumens site. Following are the Premier Implementation services and benefits you will receive:

LERN Membership: Receive a 1 year LERN membership (for up to 6 members of your staff) or a one-year extension of your current LERN membership. Key benefits include: brochure, website and sales kit critiques, access to the latest industry research, data analysis, technical assistance consulting and more!

Implementation Assessment: A comprehensive assessment of your program will be conducted by the Premier Implementation Team to prepare your training and implementation plan. Your assessment will include a review of the actions and milestones needed to go live with Lumens, documentation that clearly identifies roles and responsibilities of the implementation project team and various stakeholders, as well as the gathering of the data and materials needed for LERN to review the overall performance of your program.

Blended Training: An Augusoft Implementation Manager (IM) who has earned LERN's Certified Program Planner (CPP) designation will conduct both web and onsite training sessions with your staff. The Augusoft



Implementation Assessment by
LERN and Augusoft staff

For more information about other Augusoft services, please visit: augusoft.net/services

IM will be your primary contact throughout the entire Premier Implementation process. Your Augusoft IM will manage additional support from the whole Augusoft and LERN team and determine the number of hours and/or days needed to effectively train your program.

Imports: The following imports are available for your organization: Student Demographics, Locations and Rooms, Courses, Instructor Demographics and Biographies, and Companies. Your Augusoft IM will work with you to decide if importing is a good decision for your program.

Onsite Visit: After your Program Assessment and web-based training, the Premier Implementation Team will do an onsite training to:

- identify and document up to five critical processes supporting Lumens and your program
- set up your production site and start inputting data
- do a LERN review of your program and report back on recommendations for Lumens use, as well as for improving all aspects of your program
- outline additional training and support needed to ensure you successfully meet your go-live date

One Year Program Consultation: After one year of using Lumens, your Premier Implementation Team will perform an onsite software and program review to offer recommendations on additional ways to benefit from Lumens, as well as provide you with other non-software related suggestions for improving your program's performance.



Onsite training provided with Lumens Premier Implementation

Additional Benefits: When you choose Premier Implementation your program also receives two

registrations to the Lumens User Summit that takes place the two days prior to the LERN Annual Conference.* The Lumens User Summit is a great opportunity to network with other Lumens users, learn about upcoming new features, and get additional training and tips on how to get the most out of Lumens.

For one year following your go-live date, you and your Augusoft IM will schedule regular checkpoints for questions, as well as feature-specific updates and training.



Augusoft Lumens User Summit presentation

In addition, you will have access to LERN Data Analysis Tools. LERN has built data analysis tools you can use by collecting and extracting registration, programming, marketing, and contract sales data from Lumens. Your Augusoft IM will teach you how to collect the data, extract the data, and load the data into the LERN data analysis tools.

New Staff: If you add any new staff during the Premier Implementation process your Power Users are well prepared to provide the training. New staff also has access to the User Manual, Augusoft recordings and webinars for training. If you prefer this be done by your Augusoft IM, a training plan and quote for training will be provided.

Our System, Your Success

Augusoft's reputation as an innovative industry leader in software development is the result of our deep product capabilities, industry experience, dedication to our customers and the effectiveness of our implementation methodology and best practices. For more information about Augusoft Lumens or our customer services offered visit augusoft.net or call (763) 331-8300.

*Must be used within two years of going live with Lumens.