

Train them better – and your results will be better. Your partners, vendors, and suppliers can only work with what they know.

The SumTotal Enterprise Suite™ provides a web-based talent management system that can manage your training logistics, create and deliver content, monitor partner participation and performance, and manage partner certifications.

Increase sales and customer satisfaction by strengthening partner proficiency in your product lines

- Shorten channel partner time-to-competency and quickly disseminate knowledge such as new product features and customer promotions
- Provide just-in-time learning objects and reference materials
- Create partner certifications based on blended learning programs that include courses, exams, information, and other internal and external activities
- Measure and report on partner competencies to assess the 'stickiness' of learning content
- Track and report on training program completion and correlate to business performance

Decrease costs and improve training effectiveness for hard-to-reach partners

- Provide 100% web-based training and certification programs to geographically dispersed partner populations
- Provide learning opportunities while decreasing travel costs and time away from work
- Leverage and consolidate learning systems into one with separate domains, branding, data

Strengthen performance consistency between internal talent and external partners

- Bridge the gap between partner and internal sales performance by sharing a secure, common learning management platform that can administer both internal employees and the Extended Enterprise
- Leverage internal documents, knowledge resources and learning activities to improve partners' access to information

Offer multiple, tiered training certification programs to manage vast training needs

- Develop custom partner certification programs based on competency and course completion
- Provide incentives, such as discounts, to partners achieving designated certification levels
- Segment audiences by role and location and automatically assign learning tracks and activities to individual partners
- Personalize user experiences and tracks based on business needs and training requirements

Integrate with other business systems and portals

- Use web services to integrate easily with web portals, CRM or other applications
- Send sales leads and referrals to certified channel partners based on competency and certification levels

Partner Training

SOLUTION DATASHEET

Take advantage of SumTotal Enterprise Suite's other robust and flexible features

- Flexible architecture that adapts to the individual, organization and business by conforming to the user's business terminology, structure and workflow
- Reporting framework to build individual reports that are immediately available and easy to change and configure without IT help
- E-Commerce capabilities to charge partners via credit cards, pre-pay accounts, checks, or purchase orders
- Dynamic domains, organizations and audiences driven by an easy-to-use wizard for organizational and business changes
- Audience segmentation for easier targeting and administration of learning and access to tiered benefits for customers and partners
- True blended learning, with the ability to create complex, blended training programs without restrictions on names, learning activities or resources
- Certification management allowing expiry notifications, assigning required certifications, and viewing of held and expired certifications
- Manage business rules independent of other domain rules
- Out-of-the box, easily customized reports with drag and drop capability
- Exception reports giving a management dashboard of employee, partner or customer performance
- Single, automatic registration for complete learning plans
- Tracks to define different learner paths within a learning activity
- Fulfillment activities to allow 'equivalencies' or alternatives to a learning requirement
- Smart waitlist capability with priority assignments for particular users, such as 'preferred' or 'top tier partners', automatic notifications and holding times
- Seat allocations for particular users, such as 'preferred' or 'top tier partners'

For more information, please contact us at +1 650 934 9500, or toll-free at +1 866 768 6825, or via email at sales@sumtotalsystems.com.