Which package is right **for me?**

Care Basic
Our baseline offering intended for customers who have experience in building an LMS and require little assistance from LMS365 to implement and configure. Care Basic does not include live on-boarding sessions or Q&A with our technical leads.

Already included

Care Plus
Our most purchased offering intended for customers who have some experience in building an LMS but look for guidance from LMS365 to implement and configure. Care Plus includes live on-boarding sessions, Q&A sessions as well as Power BI starter kit.

Preferred service

Care Premium
The most hands-on offering intended for customers who look for full guidance from LMS365 on implementing and configuring the tool. Care Premium has more on-boarding and Q&A sessions than Care Plus, with the addition of a premium teams channel that is monitored closely by the LMS365 team for easy Q&A and same day response time.

The premium experience

In this brochure you will get a full **overview of the customer care program** and answers to the most frequently asked questions

Learn like you.

LMS365

	Care Basic	Care Plus	Care Premium
On-boarding Services			
LMS365 Basic Install and Configuration	✕	✓ Install 2 catalogs	✓ Install unlimited catalogs
Client Onboarding Sessions via CSM*	✓ 1 pre-recorded kickoff	✓ Up to 2 live sessions	✓ Up to 6 live sessions
Question & Answer (Q&A) Sessions*	✓ 1 Q&A	✓ 3 Q&A, sessions are recorded	✓ 6 Q&A, sessions are recorded
Ongoing Services			
Power BI Starter Kit*	✕	✓ Access to pre-built reports	✓ Access to pre-built reports
Customer Success Manager (CSM)*	Quarterly meetings	✓ Quarterly meetings	✓ Monthly meetings, dedicated CSM
Question & Answer (Q&A) Sessions*	✕	✓ 1 Q&A per quarter	✓ 1 Q&A per quarter
Dedicated Microsoft Teams Channel	✕	✕	✓
On-Demand LMS365 Subject Matter Expert*	✕	✕	✓
Access to LMS365 Academy*	✓ Limited	✓ Full access	✓ Full access, unlimited
LMS365 Academy Webinars	✓ Available live	✓ Available live and on-demand	✓ Available live and on-demand
Yammer Customer Community			
Content Services			
Microsoft Learning Pathways*	✕	✓ 22 courses, 2 language, 2 catalogs	✓ 22 courses, unlimited language and catalogs
Go1 Course Content*	✕	✓ 5 courses based on seasonality	✓ 5 courses based on seasonality
Clip Training Course Content *	✕	✓ 5 courses based on seasonality	✓ 5 courses based on seasonality
Support Services			
Access to Help Center*	✓	✓	✓
Access to On-Demand Support via Answer Bot	✓	✓	✓
Access to Technical Support Ticket System*	✓	✓	✓
Support Response Time Commitment*	16 business hours	10 business hours	6 business hours

All titles marked with * is explained in depth on the next page

Learn like you.

LMS365

FAQ

Client Onboarding Sessions via CSM
Onboarding Session via CSM are up to 1 hour each and will review best practices for fast adoption.

Customer Success Manager (CSM)
A Customer Success Manager at LMS365 will review best practice guidance, tips and tricks, as well as be a liaison to all things LMS365. Because a CSM is not technical in nature, the CSM will be your point of contact to guide you to the Academy, Help Center, or SMEs as needed.

Question & Answer (Q&A) Sessions
Q&A Sessions are up to 1 hour each, delivered through technical subject matter experts (SME) and can be used to review common use cases or how-to in the tool.

ClipTraining Course Content
ClipTraining is a partner of LMS365 and is an e-learning library of to-point video lessons. LMS365 will work with our Care Plus and Premium clients to deploy courses to your catalog for your learners to take the courses. The courses are subject to seasonality as released by ClipTraining.

Access to Technical Support Ticket System
Authorized users of the Zendesk Ticket System are LMS365 Administrators, LMS365 Catalog Admins and LMS365 Course Admins and will require a login credential tied to your Microsoft account.

Access to Help Center
Help Center includes knowledge based videos, user guides, and knowledge articles to help you succeed with your deployment of LMS365. This site also hosts our upcoming release notes, product roadmap, and customer feedback ideas platform.

Go1 Course Content
Go1 is a partner of LMS365 and is the world's largest marketplace for training content. LMS365 will work with our Care Plus and Premium clients to deploy courses to your catalog for your learners to take the courses. The courses are subject to seasonality as released by Go1.

Microsoft Learning Pathways
Microsoft 365 Learning Pathways (MLPs) is a customizable, on-demand learning solution designed to increase usage and adoption of Microsoft 365 services in your organization. MLPs strive to adhere to a quarterly content update cycle. The courses are currently available in 8 languages for deployment to your catalog for your learners to take the courses.

Microsoft Power BI
LMS365 offers a Microsoft Power BI Starter Kit with pre-defined reports and how-to instructions on how to configure the connection via OData from LMS365 to Power BI. Pre-built reports are ready to use with no or minimal adjustments. If your organization has special requirements for reporting or needs to mash up data with other sources, we encourage these customization be handled by your organization, a partner, or through our professional services team (which will be an additional cost). LMS365 SME's will cover high-level questions related to Microsoft Power BI on Q&A calls, Help Center is not able to assist in this area.

Power BI desktop, is the license free version of Power BI to display, modify, maintain and used for data analytics. A license to Power BI is not needed to utilize the pre-built reports, unless, your organization wants to make use of a Power BI Online Paid License features. Power BI is part of your MS365 subscription and depending on your subscription licenses for online use are included.

On-Demand LMS365 Subject Matter Expert
Included topics for SME coverage are:

- *Use case scenario review and recommendations*

- *"How-to" feature and functionality questions*

- *Recommendations and general best practice guidance*

- *Limited LMS365 API and MS PowerSuite coverage*

- *Historical records import, content package import, mass course creation and migration*

- *Lite SharePoint branding*

- *Small, custom solutions based on MS Power Automate not requiring LMS365 design / architecture team involvement for up to 40 hours total.*

The Care Premium Team can be reached via a Microsoft Teams Premium Channel for an 8 business hour initial response time or via email for16 business hours. Clients shall use our Helpdesk for support related questions. ional hours of SME time are available for purchase.

LMS365 Academy
LMS365 Academy is our on-demand self-paced product training and has different access levels based on your care program as follows:

Support Response Time Commitment
Can be found further outlined in the SaaS agreement *found here*.

Care Basic	Care Plus	Care Premium
Limited Courses (3)	Full Course Access (25)	Full Course Access (25)
Basic Academy	Advanced Academy, Role Based Learning	Advanced Academy, Role Based Learning
Up to 2 users	Add new learners throughout the contract	Add new learners throughout the contract
	Access to new content as it is released quarterly	Access to new content as it is released quarterly
	Access for up to 25 users	Access for unlimited users

Care Basic	Care Plus	Care Premium
Urgent Severity **8 business hours**	Urgent Severity **4 business hours**	Urgent Severity **1.5 business hours**
High Severity **12 business hours**	High Severity **6 business hours**	High Severity **3 business hours**
Normal Severity **16 business hours**	Normal Severity **10 business hours**	Normal Severity **6 business hours**
Low Severity **24 business hours**	Low Severity **16 business hours**	Low Severity **8 business hours**