Is state-of-the-art, customized training a key success factor for the sustainability of your company or your authority? In view of the increasingly noticeable lack of qualified specialized staff and current economic pressures, are your employees having to work faster, harder and more cost-effectively and are they frequently being asked to familiarize themselves with new tasks? To support your training management we offer you the arvato Learning Suite (aLS) – a fully developed platform for professional learning and education management, which you can use to manage your core training processes and thus create flexibility for further growth. aLS is a solution from arvato Systems for the planning, implementation and administration of further education and training opportunities. This forms the technical core of a comprehensive web-based infrastructure that supports HR work. It enables HR managers in companies and public institutions to control value added training and development processes. aLS is completely web-based, client-enabled and has a modular structure, which means it is fully scalable.

### Integrating system: Key advantages of the arvato Learning Suite

- Integrated learning and education management: Administration of learner data and all training measures (classroom seminars, blended learning seminars, e-learning seminars)
- Web-based solution with multi-portal concept
- Workflow-based management for all administrative processes: from invitation to participation to the documentation of seminars „Who took part when and in what form“
- Integration of existing learning management systems (e.g. ILIAS, Moodle) – no need to replace an LMS that is already in use
- Interfaces to existing ERP systems
- Interfaces to leading authoring, webcast and virtual classroom technologies

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### Learning made easy!

Our learning solutions offer you all of the following components from a single source:

- arvato Learning Suite
- Learning management system
- Authoring tools
- Webcasting tools
- Virtual classroom
Summary: The components of aLS support all tasks within an integrated learning and education management system: from process, document and task management to comprehensive customer and partner management to product and event management. With the additional campaign, contract, audit, assessment, e-learning and communication management components, the aLS is a comprehensive tool for managing all aspects of learning processes and marketing them for specific target groups. In doing so, aLS always uses powerful, web-based technologies with a user-friendly, state-of-the-art interface.

Flexible combination of aLS modules
The aLS manages, integrates and coordinates elements such as classroom workshops, online-based self-learning phases, virtual classroom meetings, assessments, monitoring elements, classic teaching events and project work as well as the creation and management of e-learning units.

With this modular approach arvato Systems is aiming to maximize the benefits for the customer by combining the best suited modules in terms of functionality and costs.

At the heart of the overall system is the arvato Learning Suite (aLS). Access systems around the aLS are then made available to potential users, learners and lecturers via CMS and portal technologies (TYPO3), which ensure an individual appearance and can also be adapted by the individual customer using a broad-based CMS.

From the start, the aLS has been developed to support every conceivable form of learning – from classroom teaching events to blended learning to e-learning – and is based on Web 2.0 technologies and open standards.

The aLS has the necessary resource management system to develop and conduct classroom teaching events. It is also possible to attach an existing LMS – for example ILIAS – in order to run e-learning sessions.

System requirements
The aLS is operated via a web browser. The underlying web server has a load balancing feature so that it can be scaled to suit any load. The modularization of the administration, access and e-learning functions means it is also possible to distribute the modules across different computer systems to match the expected system load.

The description of the data structures emphasizes the required functionality not their technical features, which makes them easier to understand.

Alternative forms of system provision
arvato Systems offers to host and operate the solution as a managed application in our data center and to carry out the installation at the client’s location. This will depend on the specific requirements in each case. Upon request, the application management system can also be installed for a solution that is hosted at the client’s location. The service specifications for this task will be agreed on an individual basis. Another option is to make the system – or parts thereof, if requested by the client – available on a software-as-a-service basis. This option means that we manage details such as hosting and licensing on behalf of the customer and the service agreement merely regulates the use of the software.

»Manage your core training processes with the arvato Learning Suite and thus create flexibility for personnel development and further growth.«
In your HR work you can take advantage of the benefits of a quality-assured solution combining all IT systems and applications! With our learning solutions we pave the way to success for your business.

Selected functions

Seminar and deadline management

The planning and implementation of education solutions is entered in aLS on several levels, in order to ensure optimum reusability of individual components. While general specifications for education solutions are defined in product profiles (e.g. “Three-day seminar”), the products that are based on these constitute specific education solutions (e.g. “Seminar on basics of Microsoft Office”). The specific implementation of these solutions in the form of events subsequently links products to dates, venues and specific speakers. Participants, prospective customers and speakers are treated in a uniform way in aLS as persons who can optionally be linked to specific companies. These persons are only differentiated in terms of their status, their type of allocation to events and – in the case of speakers – additional master data (for example “Actual speaker for Microsoft Office at expert level”). Persons can have as many addresses as they wish, which are mainly differentiated by the explicitly definable purpose (for example “Home address,” “Billing address”). Personal data including addresses and company allocations can be imported from Microsoft Excel.

Customer relationship management

The entire communication with a customer or partner is managed in a contact log for each individual. The contact log gives a quick overview of the nature, purpose and outcome of the individual contacts and also contains entries that have been created manually (e.g. “Has telephoned prospective customer about Microsoft Office”) as well as automatically (e.g. “Has booked a Microsoft Office event”). All customer information available in the system can be used in campaigns for the purposes of selection and targeted information.

Sending out mailings

Mailings to participants, prospective customers and speakers can be sent out on a scheduled basis in the form of campaigns but also on an ad hoc basis outside of the respective context using a standardized mechanism. aLS archives the metadata (“When a particular mailing was sent out to a particular customer”) as well as the actual content. It is possible to specify in the master data exactly which people will receive mailings in whatever form, while taking into account the legal aspects, namely that a person must give their consent to receive promotional mail. The generation of all kinds of participant lists and documents (examples here include booking confirmations; certificates; name badges; participants, attendance and waiting lists; lists of signatures) is managed via a standardized mechanism, in which templates for these documents are created in Microsoft Word and filed together with their processing instructions (issue format, availability in portal etc.). On the basis of these templates, aLS then generates e.g. PDF documents to be printed out.

Invoice link

In aLS, it is possible to create different types of invoices (individual invoices, collective invoices, in-house invoices) as PDF documents via billing runs and to archive these for auditing purposes. This information is passed on to a linked financial accounting software package (e.g. SAP-FI) via a standardized interface.

Managing and planning resources

In the planning phase of education solutions it is already possible to specify resource requirements in aLS and to include these in the calculation. If event dates are then generated on the basis of this schedule, these resource requirements must be linked to specific resources and their availability must be confirmed. Special views for e.g. equipping rooms with IT resources support the work of the respective employees.

Communicating with service providers

As aLS is a web-based solution, it is possible to set up accesses to the program interface that are tailored to the specific requirements of the service provider, so that they can view and confirm the resources that they require.

Communicating with online event databases

The REST interface can be used for communicating with online event databases. This interface can also be used to send event data to external catalogs and databases. The system includes a powerful, built-in program module that can be used to generate statistics and reports. The results of these reports can be delivered as tables within the system or as Microsoft Excel files. An online module allows participants to rate events. It is also possible to use this module to make a statistical evaluation of these events.

Client compliance

aLS consists of an administration section – the actual aLS – and one or more portals. Client compliance is therefore set up on two levels:

- In the administration interface, individual user groups can be fully separated via so-called primary rights groups, so that the individual groups are not able to see or change any data from the other groups in each case.

- Any number of portals can be linked to an aLS installation and separated via “business segments.” It is possible to specify the portals on which individual education solutions can be viewed and booked. The system also includes rights settings which can be used to allow or deny access to each individual portal for specific users.

Standard interface

The basic installation of aLS includes a comprehensive web service interface which makes it possible to remotely control a large number of functions via REST and JSON technology. This interface is, for example, used to link portals or to manage mobile clients. If necessary, this interface can be extended or specifically configured to control almost any number of third-party systems.

Learn more in an online presentation

Would you like to find out more? Would you like to experience the arvato Learning Suite live for yourself? Or are you interested in other learning solutions, such as authoring tools, learning management systems or virtual classrooms? Contact us to arrange a date for an online demo. You can find our contact details on the next page.
About arvato Systems

As a systems integrator, arvato Systems has been involved in successful projects for well-known companies in many different business areas for over 30 years. 2,000 dedicated employees work at 25 sites throughout the world.

As part of the arvato network, a leading global BPO provider belonging to Bertelsmann, we are able to cover the entire value-added chain. We rely on the combination of extensive industry expertise, technological know-how, spanning all manufacturers, genuine partnership, and true entrepreneurial spirit.

We offer comprehensive IT solutions for areas such as commerce, logistics and transport, manufacturing, and media, as well as support and administration. Our expertise in many strong technologies, including SAP and Microsoft, can be seen in our competencies in topics such as BPM, cloud computing, CRM, and e-commerce. A large range of infrastructure services such as managed services, as well as an application management system based on it, complete the range of services we offer.

As a system integrator and professional IT service provider, we can provide you with solutions to support you throughout the training and development value chain.

Our know-how – the benefits for you

- Comprehensive IT solutions for training & development from providing content to reporting
- A powerful learning suite for managing training administration
- Comprehensive managed training services, from vendor management to follow-up training
- All relevant technologies for HR work, including SAP

Any questions? Please contact us.

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