

SMARTFORCE TECHNOLOGY

POWERING E-LEARNING

Recognized as the leader in e-Learning and offering the most advanced and comprehensive e-Learning solution available today, SmartForce continues to transform traditional learning. SmartForce combines industry-leading technology with the power of the Internet to create a secure, globally scalable e-Learning platform solution to deliver learning anywhere and anytime. Simply put, SmartForce revolutionizes learning.

SmartForce™
Learning Solutions for
the Human Enterprise

PROVIDING THE LEADING EDGE

The SmartForce e-Learning Advantage provides organizations with a set of unique strengths that only SmartForce can offer. The SmartForce e-Learning Advantage combines leadership and experience with the market's only comprehensive, integrated learning solution—a powerful learning infrastructure and a superior learning experience—to deliver tangible results to each and every customer.

The SmartForce e-Learning Advantage offers corporations a state-of-the-art learning infrastructure that provides customized training for individuals and entire organizations, while the learning experience ensures that knowledge is delivered in a fast, effective, and personalized way. By leveraging our industry-leading *Learning Infrastructure*, which includes content, technology, and services, SmartForce enables a rich *Learning Experience* that delivers measurable business *Results* each and every time.

SmartForce offers organizations the only e-Learning solution that provides a seamlessly integrated and complete learning experience from a single source.

THE SMARTFORCE E-LEARNING ADVANTAGE

Results

Experience

Infrastructure





COMPLETE ENTERPRISE SOLUTION

Enterprises require a single partner who can deliver a complete solution to reduce the complexity, time, and money associated with implementing an e-Learning strategy. SmartForce delivers learning solutions for the human enterprise—providing a single-source solution for the management and delivery of all learning events.

SmartForce does this by providing the only comprehensive and integrated e-Learning solution available today, including advanced technologies, award-winning content, and support through the largest and most experienced e-Learning services organization worldwide. In doing so, SmartForce eliminates the need for multiple vendors and the associated integration and implementation challenges that come with them. Only one partner is necessary, one source: SmartForce.

SmartForce has invested over \$100m during the past three years in the development and enhancement of the e-Learning platform offerings. The result is a range of offerings and platforms that provide robust, scalable technology environments for the delivery and management of your learning initiatives. All can be customized and personalized to the needs of your business and the objectives of learning applications. They also provide immense flexibility according to the needs of your learning project—Internet or intranet, local or global, single learner to a worldwide organization, standalone learning application or integrated with other employee web sites or HR systems.

“We chose SmartForce because its industry-leading platform will help significantly reduce our training costs and shorten the time necessary for implementation and for educating our workforce. What’s more, SmartForce e-Learning will open up opportunities for rapid innovation and for generating new business.”

—Roger Mahabir,
CIO of RBC Dominion Securities



MYSMARTFORCE

The MySmartForce solution is hosted and designed for organizations that want to fully exploit the power and flexibility of the web and its advanced Internet technologies. It is a secure, globally scalable, multiple-application environment hosted on multimillion-dollar, state-of-the-art Internet server facilities, with full redundancy and fault tolerance and a supporting network of over 11,000 globally dispersed servers for local content replication and speed of access.

It is customizable to the specific needs of the organization, yet offers all the collaborative advantages of being part of the world’s largest community of learners. The key benefits of an application service provider’s approach to learning include:

- Reduced costs associated with network and network maintenance outsourcing
- Scalability for millions of users worldwide
- Access to the latest and most current content, tools, and services in real time

SMARTFORCE GLOBAL LEARNING MANAGEMENT SYSTEM (LMS)

Some organizations prefer to keep their technology “engines” for learning initiatives resident within their own network environment, whether for increased control or simply from a desire to maintain their own supporting infrastructure. For these customers, SmartForce offers its Global LMS solution. Again, it is highly scalable and can be customized according to the needs of the enterprise.

Like MySmartForce, Global LMS can be integrated with other enterprise systems to leverage other employee portals or to exchange data with HR systems. Additionally, Global LMS enables organizations to benefit from optional links beyond the firewall to leading-edge content, tools, and services normally available only to Internet-based MySmartForce customers.

Only one company can provide the answers to today’s business challenges through complete, integrated, powerful e-Learning solutions—all from a single partner—SmartForce.

MYSMARTFORCE

- Creates an interactive, real-time learning environment that improves employee skills and increases content retention while decreasing training costs
- Customized to meet an organization’s unique business objectives and grow with changing training needs
- Seamlessly integrates with corporate web sites to transform them into interactive classrooms
- Provides global access to e-Learning training
- Provides hands-on experience and prepares learners to competently perform real job tasks

SMARTFORCE GLOBAL LEARNING MANAGEMENT SYSTEM

- Enhances market readiness, employee competence, and completion of business objectives
- Provides flawless LMS functionality with global localization capabilities
- Organizes and deploys e-Learning objects, curriculum and instructor management
- Provides record tracking and management as well as skill competency management



INDUSTRY-LEADING ENTERPRISE PLATFORM FOR LEARNING

The Enterprise Platform provides the foundation for the entire SmartForce learning experience—creating a personalized interface for both the learner and the administrator from any Internet-accessible browser in the world. This foundation offers a world-class infrastructure and learning system, which can be expanded through the addition of various functional suites.

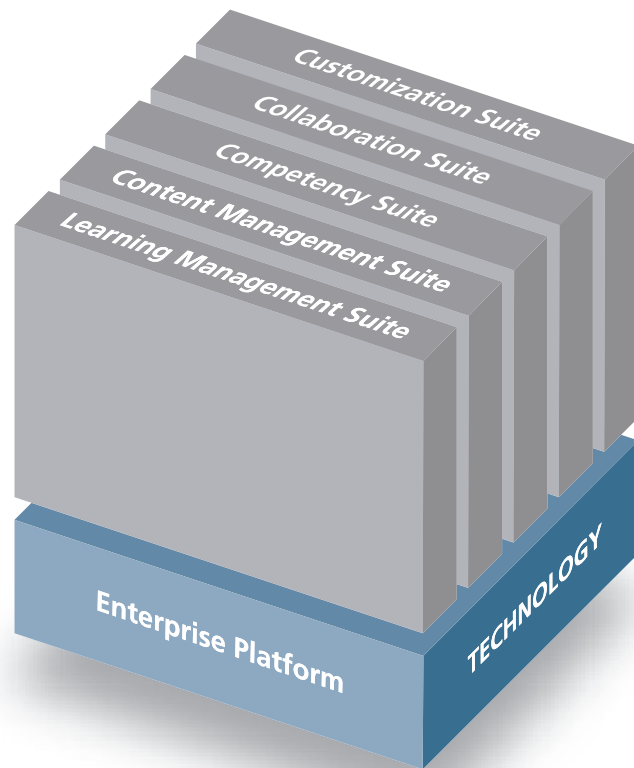
The Enterprise Platform contains the software for learners' access to both online and offline content (with synchronization), enabling a personalized e-Learning environment to maintain learner engagement and promote content that is most beneficial to their individual learning style and learning needs.

For the administrator, the Enterprise Platform is the engine for defining learner and group profiles, rights of access, and basic reporting and customization functionality. This saves time and effort by offering the tools to promote organized learning structures and to ensure a proper return on investment.

Specific to the hosted MySmartForce solution, the Enterprise Platform servers aggregate and dispense all learning from a central, global data repository that supports delivery, learner and object manipulation, and the underlying software and hardware infrastructure.



Such a robust learning management capability saves time and money and effectively leverages the knowledge capital of an organization.



SMARTFORCE TECHNOLOGY

SMARTFORCE E-LEARNING TECHNOLOGY SUITES

To further simplify integration of complete platforms for e-Learning and to provide flexibility in the functionality and capability required according to business needs, SmartForce has developed five suites, which can be configured and selected to enhance the Enterprise Platform based on the learning solution required.

LEARNING MANAGEMENT SUITE

The Learning Management Suite allows organizations and administrators to better track and manage learners and resources through object-based, blended learning programs. It provides for vendor and classroom scheduling, billing and budgeting, and credential-level tracking and reporting. Instructor-led training (ILT) or classroom-based events can be managed—providing location management, registration deadlines, wait lists, delivery language options, and searchable descriptions—and can be categorized as ILT or classroom “objects,” enabling integration into “blended” curricula, objects, or learning paths.

Multiple levels of administration access allow companies to securely manage all the learning in their organization through one system.

Such a robust learning management capability saves time and money and effectively leverages the knowledge capital of an organization. Learning management has never been so completely integrated and effective at deploying all learning options available to employees, partners, and customers, allowing organizations to achieve true business results through a better-managed learning initiative.



LEARNING MANAGEMENT SUITE

- Efficiently track and manage learners and resources, using object-based, blended learning programs
- Securely manage individual and corporate training programs, using a single system
- Achieve business results, using a completely integrated and better-managed training infrastructure

CONTENT MANAGEMENT SUITE

- Create, manage, and deploy content interactively at the object level
- Effectively deliver the appropriate content to individual users
- Provide unique and specialized content creation and management

COMPETENCY SUITE

- Link skillsets and job roles to corporate strategies and goals
- Identify and eliminate knowledge gaps quickly
- Focus on enterprise-wide career management, performance evaluation, and reward systems

COLLABORATION SUITE

- Create a learning platform with expanded learning resources
- Access resource tools in a live, interactive environment
- Access real-time virtual classrooms, chats, and meeting venues

CUSTOMIZATION SUITE

- Deliver corporate training content to the right people at the right time
- Streamline corporate training processes
- Enhance knowledge throughout the enterprise

CONTENT MANAGEMENT SUITE

The Content Management Suite delivers the ability to fully integrate and publish SmartForce e-Learning, custom learning and third-party content to the platform. Organizations can target, publish, launch, and delete custom courseware right down to the most specific learning object. This high degree of granularity allows for interactive creation, management, and deployment of content at the object level. From instruction-based content objects to collaborative and/or interactive types, true knowledge sharing is achieved in content assembly and publication. Whether in custom learning paths or in linear courseware, the Content Management Suite effectively delivers the appropriate content to users.

This is content creation and management the way you need it. The SmartForce platform provides an open and flexible environment that deploys, administers, tracks, and manages SmartForce content, as well as third-party and customized content, using AICC-, LRN-, and SCORM-compliant industry standards.

COMPETENCY SUITE

Linking employee skillsets and job roles to organizational strategies and goals for optimization of intellectual assets within the organization, the Competency Suite helps organizations focus on all enterprise human capital. This suite specifically focuses on human capital planning, training and development, career management, resourcing, performance evaluation, succession planning, and reward systems for your enterprise. For true agility in your competitive market, the Competency Suite provides organizations with a Competency Dictionary with over 10,000 skills and over 360 job definitions predefined, and thousands of links to SmartForce e-Learning courses allowing you to identify and eliminate crucial knowledge gaps faster.

Competency management tools allow performance evaluations to be tied to specific business objectives, driving business transformation and gaining competitive advantage with a well-skilled workforce.

These tools allow individual learners to share and reinforce what they learn within a live, interactive environment.

COLLABORATION SUITE

The Collaboration Suite gives organizations the power to expand learning resources and to support communications, using tools to create a learning platform with unique capabilities, including:

- Mentoring
- E-mail
- Chat
- Instant messaging
- Virtual classrooms and seminars
- Workshops

These tools allow individual learners to share and reinforce what they learn within a live, interactive environment. Live seminars, workshops, and 24x7 mentoring allow learners to collaborate with experts in the industry and receive immediate responses to their content-related questions.

Chat facilities provide learner integration across organizations, facilitating discussions on shared experiences and solving common challenges without the limitations of time and distance. With access to object-level chats, e-mail, and discussion threads, SmartForce monitors more than 5,000 hours of learning around the clock, 365 days a year.

This suite also offers informal learning through live web events and archived events. Organizations have access to online virtual classrooms using real-time data and collaborative tools, such as polling, testing, interactive feedback, and chats with instructors, meeting leaders, and other learners.



“To accelerate our entry into the e-Learning market, we were looking for a development platform that is proven in the market place. SmartForce’s industry-leading infrastructure will allow us to provide our customers with leading-edge e-Learning offerings.”

—Curt Uehlein,
President and CEO, Provant

CUSTOMIZATION SUITE

The Customization Suite allows organizations to personalize, tailor, and integrate their learning platform. This suite offers a wide range of local user language capabilities, interface capabilities, interface design, and business logic. The Customization Suite also powers global enterprise management in payment and e-commerce systems, and facilitates integration with legacy learning management systems and data integration with HR/ERP/CRM systems.

In short, the Customization Suite allows you to integrate and streamline your learning business process and increase the proliferation of knowledge across your enterprise.

For more information about e-Learning or SmartForce Technology, contact us at 1-888-395-0014, or visit our web site at www.smartforce.com. Discover how SmartForce can change the way you compete via the Internet to meet today’s business challenges.

Using the SmartForce e-Learning platforms, you can deliver the content your organization needs to the right people at the right time. It is fast and effective learning that helps you achieve real business results. SmartForce is your best and only single-source learning solution.

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