



Extended Enterprise

Gain a Competitive Advantage with Extended Enterprise Training

Growing globalization and competition have led to the rise in the number of partner relationships, distributor and reseller networks, franchises, and contractors. Because of this, the value of external training initiatives such as channel training to partners, suppliers, and distributors has increased.

Extended Enterprise training programs allow the primary enterprise to control consistency and quality of training across all channels, extending key benefits to the whole value chain.

The delivery of training, licensing, and certification programs to external channels increases partner, customer, and end-user satisfaction and product usage. It brings all external stakeholders to the same level of competency and product knowledge as the internal employees, while optimizing support and reducing costs to the primary enterprise.

Global organizations rely on the NetDimensions Talent Suite to:

- Increase the efficiency of managing partner, franchise, and contractor training.
- Minimize complexity related to delivery and scheduling of training for geographically distributed participants.
- Obtain consistent data collection and reporting of training throughout all channels.
- Send out consistent training materials and information on a timely basis.
- Improve adoption rates of new product features and upgrades.
- Streamline training administration such as registration and scheduling, class follow up, assessments and evaluations, as well as reporting.
- Track compliance and adherence to proper operating procedures.
- Certify partner, franchise, and contractor knowledge.
- Manage B2B/B2C training.



**Best Advance in
Learning Management Technology**
NetDimensions Learning for
Extended Enterprise Management

KEY BENEFITS

- ✓ Decrease the skills gaps between partner employees and internal employees
- ✓ Increase partner, franchise and contractor sales
- ✓ Raise the productivity of the company's own sales force by sharing more responsibilities with partners
- ✓ Improve training attendance statistics and evaluation results
- ✓ Maximize efficiency in staffing required for training
- ✓ Gain consistent reporting and training metrics across channels
- ✓ Increase product knowledge, quality, brand awareness, loyalty, and end client satisfaction
- ✓ Decrease external enterprise staff turnover rate
- ✓ Provide training globally in over 30 languages
- ✓ Generate additional revenue by turning a cost center into a revenue channel

TRANSFORM TRAINING INTO A REVENUE CHANNEL

The eCommerce capabilities of the NetDimensions Talent Suite allow organizations to offer clients, partners or distributors the ability to purchase training related activities within the system, and provide sophisticated cost accounting management that tracks and records costs related to training.

Payment Options

Users have several options to pay for courses or other learning objects online including credit cards, payment plans, tokens and coupons. NetDimensions Learning supports multiple currencies as well as discount management.

Credit card payment facilities allow users to pay for individual courses upon enrollment. Moreover, payment plans and tokens, let an organization make bulk pre-purchases and thus enjoy group discounts for training in general, while coupons allow the organization to pre-pay for specific training programs for its members.

NETDIMENSIONS PAYMENT PROVIDER SERVICES

NetDimensions can customize payment interfaces or create interfaces for other payment providers based on specific client requirements.

CREDIT CARD OPTIONS

When users enroll in fee-charged courses, the payment can be made online through one of several payment gateway options.

Several credit card payment gateways are supported, including Chase Paymentech Solutions and Asia Payment Systems, Inc., as well as PayPal™'s Payflow Pro payment gateway.

COUPONS

Coupons allow organizations to pre-purchase training for predefined courses or learning objects.

An organization may purchase a set of coupons for its members to use to enroll in a specific course. Courses are set up with specific coupon assignments. When a learner enrolls in the course they will use the coupon for payment.

In addition, a coupon payment scheme can be tailored so that a user can present a coupon and be automatically enrolled in the course.

Individual coupons can be specific to a particular learning object. Coupons offer a mechanism to tightly control course enrollment, which may be appropriate in certain situations.

PAYMENT PLANS

Payment plans allow an organization or individual users to make bulk purchases and group or bulk discounts. When a user enrolls in a course, the system will check if the individual user or his/her organization has a payment plan.

Payment plans can be used in conjunction with online payment options thereby permitting the implementation of different pricing and charging strategies (for example, requiring some users to pay online but not others).

TOKENS

An organization can pre-purchase a set of tokens to be used to enroll in courses. The organization buys the tokens then assigns them to employees.

When an employee buys a course they submit the token to complete the transaction. As tokens are not course or learning object-specific, learners may apply tokens against any courses they are authorized to enroll in.

Contact us today and we will show you how our solutions can support and enhance your Extended Enterprise training programs.