

DATASHEET

Larmer Brown Platform Managed Hosting Service

The Larmer Brown Platform Managed Hosting Service exceeds the offerings within a typical managed hosting service. In addition to a broad scope of technical services, we offer a portfolio of consultancy services designed to ensure you gain the most from your investment.

Larmer Brown Content Authoring Suite

Our Managed Hosting Service includes the Larmer Brown Content Authoring Suite, a comprehensive content development platform offering a collaborative, multi-author environment. Installation and configuration includes security, roles and permissions.

A 'Light LMS' tracks and reports Learner activity and achievement and our Managed Hosting Service ensures that Learners have access to learning and support by job role, if required. In addition, Training Administrators can access real-time reports 24/7.

The Larmer Brown Platform, including the 'Light LMS' can be customised to reflect your corporate branding, training strategy and deployment plan.

Technical Services

When the Larmer Brown Platform is updated, we provide in-depth demonstrations of the new features, enabling you to make an informed decision about if and when to upgrade. Should you decide to upgrade, this work is included within your Hosting Agreement, as is the application of any Service Packs or Bug fixes. Technical Support is also included.

Access

Authors and Learners can access the Larmer Brown Platform via several different secure forms of authentication. All user activity can be tracked and reported.

Support

Telephone support is available to Authors who have completed one, or all of the three available training courses.

Our inclusive managed hosting service comprises:

- Installation, configuration and testing of Larmer Brown Platform Content Authoring Suite
- Ongoing software management, including housekeeping, regular database health checks, security monitoring and updates, Platform upgrades, bug fixes and service packs
- Customised branding
- Creation of appropriate learning paths for content deployment
- End user management - enrolment, role updates, security and reporting.
- User activity tracking
- Management reporting
- Telephone support (technical or author)

About Larmer Brown

Larmer Brown has delivered learning solutions to corporate clients since 1984. Our services have evolved in order to deliver a portfolio of offerings to support clients through each phase of their learning project, system implementation or upgrade.