

Larmer Brown Platform Managed Hosting Service

KEY SERVICE FEATURES

- Installation, configuration and testing
- 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 including enrolment, role updates, course enrolment, security and reporting
- Tracking user activity
- Management reporting
- Telephone support - technical or author

About Larmer Brown

Larmer Brown has been delivering 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.

The Larmer Brown Platform is our powerful subscription-based learning solution for authoring and delivering learning content.

Our Managed Hosting Service provides a risk-free alternative for your content development and deployment requirements, delivered by a dedicated and knowledgeable team.

The service includes product installation, branding, configuration and testing, optional upgrades, the application of patches, as well as technical support. In addition, we include a portfolio of consultancy services designed to ensure you gain the most from your investment.

Installation and Configuration

The Larmer Brown Platform is a comprehensive content development and deployment platform offering a collaborative, multi-author environment. Installation and configuration includes security, roles and permissions as well as Developer, Instant Developer and Desktop Assistant installations.

Lite LMS

A 'Lite LMS' in the Larmer Brown Platform tracks and reports Learner activity and achievement and our Managed Hosting Service ensures Learners have access to applicable learning and support content, e.g. by job role. In addition, Training Administrators can access real-time reports 24/7.

The Larmer Brown Platform, including the 'Lite LMS', can be customised to reflect your corporate branding.

Technical Support

When a new version of the Platform is released, we provide in-depth demonstrations of the new features, enabling you to make an informed decision about 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.

Access

Authors and Learners can access the Platform via several different secure forms of authentication.

Support

Telephone support is available to Named Authors who have completed the requisite training courses within the duration of our Hosting Service.