



Desire2Learn
Support Services

K-12 SCHOOLS

Desire2Learn [®]
ServiceSuite

DESIRE2LEARN SUPPORT SERVICES

We take pride in building lasting relationships with our clients and always ensure that every possible measure is taken to exceed expectations. Our highly trained and friendly team of Help Desk professionals ensures that client inquiries and needs are dealt with in a fast and efficient manner. We also apply strategic problem management practices by reviewing our clients' incidents and identifying areas for improvement.

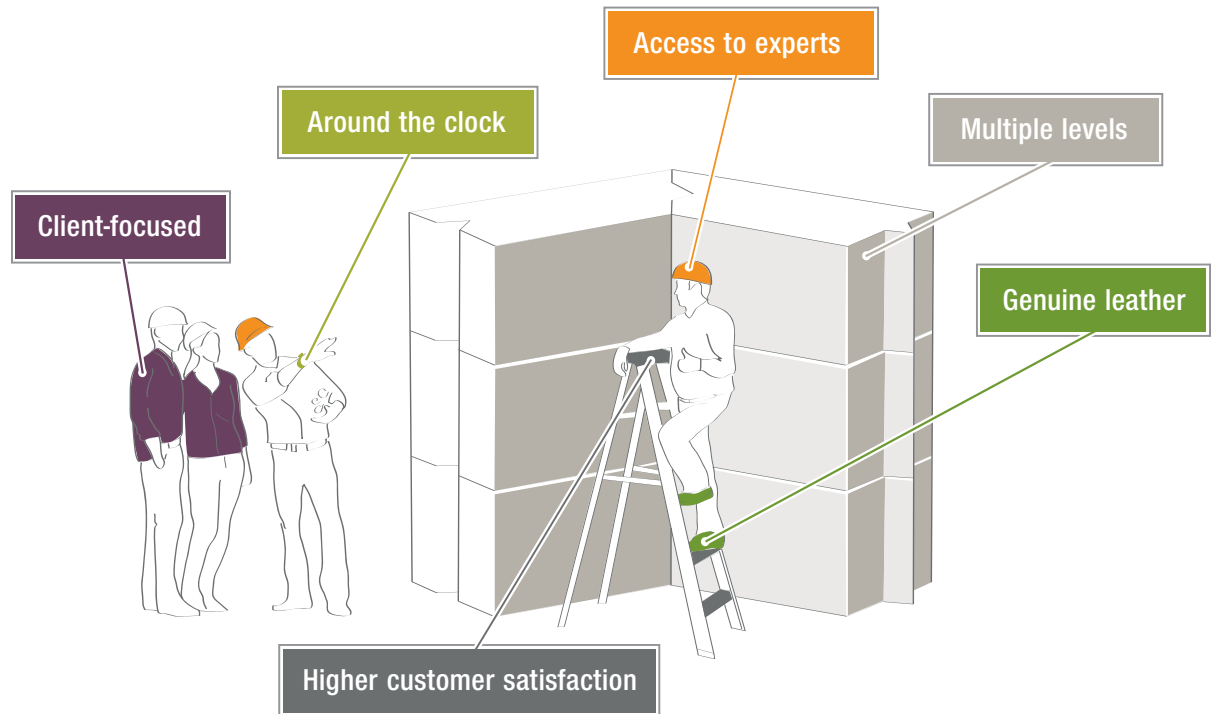
KEY BENEFITS OF SUPPORT SERVICES

CUSTOMIZED SUPPORT | With multiple levels of support, we make it easy for our clients to select the appropriate support level to meet their specific needs.

CLIENT-FOCUSED | Every support call is important, regardless of the level of complexity. We ensure all client calls are dealt with professionally and efficiently.

RELIABLE AND RESPONSIVE | With our around the clock Help Desk professionals, our clients have come to know that their call will be answered promptly with a focus on quick resolution.

ACCESS TO EXPERTS | Our experienced and knowledgeable team works with each of our clients to understand potential challenges and find a solution that works for them. We give our support team extensive training, and they work closely with all our other teams to resolve issues.

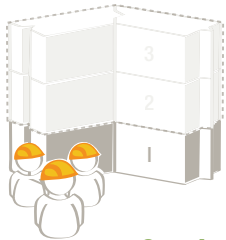


Strategic Solutions | Our skilled and friendly team works with each client to meet their specific support needs

SUPPORT LEVELS AND OPTIONS

When it comes to support, we offer flexible options to meet all client needs. Clients select the level of support that is appropriate for their school's needs, and they feel comfortable knowing their unique requirements are being met.

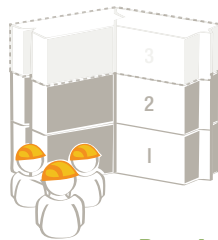
Within our range of support services, our data-rich reports show trends of tickets, as well as peak periods of service. We also include recommendations on how to maximize efficiency going forward. Desire2Learn Support Services works for our clients and acts as their advocate. The Support Services team provides help in escalating issues to Delivery Services, Account, and/or Product Managers, if ever required.



Standard Support

Our Standard Support offering includes:

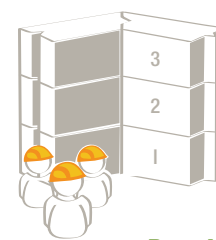
- Standard service level commitment
- Email, telephone, and web-based support during core hours for a number of named contacts (8AM – 8PM in client's time zone)
- Access to 24x7 after hours emergency support service
- Access to a growing knowledge base and FAQs



Premium Support

Our Premium Support offering includes:

- Advanced service level commitments and priority queuing
- Email, telephone, and web-based support 24x7 for a number of named contacts
- Access to a growing knowledge base and FAQs
- Available performance reports
- Available periodical reviews of services



Premium Plus Support

Our Premium Plus Support offering includes:

- Advanced service level commitments and priority queuing
- Email, telephone, and web-based support 24x7 for a number of named contacts
- Access to a growing knowledge base and FAQs
- Support for all or select group of end-users
- Available performance reports
- Available periodical reviews of services
- Available branding

"It's extremely reassuring, I never feel guilty ringing them because of the quality of the person at the other end of the phone. It is absolutely sensational."

Huw Derwentsmith | Principal
Wodonga Middle Years College

To learn more about Desire2Learn Support Services or other services, visit our website at

www.Desire2Learn.com or contact us: ContactUs@Desire2Learn.com

CONTACT US

About Us

Desire2Learn includes Desire2Learn Incorporated and its subsidiaries.

Desire2Learn is a global provider of enterprise eLearning solutions enabling leading institutions and organizations to create teaching and learning environments that support them in realizing their vision.

Desire2Learn Incorporated

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