



VPS.VTXCO.COM

Let's Get Started



MANAGED LEARNING SERVICES

VERTEX PROFESSIONAL SERVICES

Looking to expand your team's capabilities, acquire scalability to handle the ebbs and flows of demand, or reduce training expenses? Vertex Professional Services (VPS) is a partner who provides a full range of learning services to support your learning organization needs.

With the Understanding First process, VPS tailors best-in-class solutions and tools to optimize the impact to learning operations and learner satisfaction.

VPS methods, expertise, and tools support the following four practices:

UNDERSTANDING FIRST

Without a prescribed solution to push, VPS assesses the business goals, constraints and learning ecosystem to arrive at the solution which best meets the needs of the client.

SOLUTIONS AND INNOVATION

Collaborative focus on creating solutions with the learning ecosystem; driving creative solutions that integrate and differentiate our clients from their peers and VPS from ours.

TOOLS AND TECHNOLOGY

VPS seamlessly integrates technology to reduce cost, improve efficiency and create better learning experiences to improve value to the client and end user.

SYSTEMS ENGINEERING DISCIPLINE

Regardless of services purchased, VPS ensures optimization at the system level for delivery and consumption of learning. Optimization at the component level only is insufficient. Best solution not best production/platform.

YOU FOCUS ON YOUR STRATEGY, LET US HANDLE YOUR EXECUTION!

SERVICES

Development Project Management

- Design of Learning Journeys
- Innovative, Interactive Media
- Custom Learning Development

Content Testing & QA

- Functional, Platform, & SCORM

LMS/LRS Deployment

- Learning Technology Implementation & Integration
- Ongoing Systems Configuration & Administration

Learning Administration & Session Management

- Event Planning & Management
- Session Scheduling & Enrollment
- Instructor Management & Facilitation
- Virtual Training Production & Moderation
- Robotic Process Automation

Logistics & Facility Support

- On-site & Remote Logistics
- Training Center Operations
- Equipment & Material Management

Help Desk & Learner Support

- Job Aid & Reference Development
- 24/7 Support Capabilities
- Level 1, 2, & 3 Support

Reports & Metrics

- KPI & SLA Development
- Report Dashboards
- Custom Reporting

Vendor Management

- Analysis & Strategic Sourcing
- Performance Monitoring
- Vendor Optimization



LEARNING SERVICES

Connected by Workflow Management Systems and Best Practices

VPS has a successful history of providing a broad spectrum of learning-related solutions. Our Managed Learning Services are successful because of our approach:

1. **Transparency** – VPS uses a Workflow Management System (WMS) that provides you with real-time insights to the services we provide. This approach allows you to see what's going on and stay connected to the process.
2. **Agility** – The WMS allows us to provide efficiencies throughout the system. We provide a team of people who support each need so there are no single points of failure.
3. **Continuity** – VPS provides a systems-driven approach to support capabilities around the world. This allows for real-time collaboration around the globe.

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**SMALL ENOUGH TO BE AGILE.
LARGE ENOUGH TO BE GLOBAL.**