ZENSAI

Which success plan is right for me?

The plans have been carefully crafted after more than 2,000 successful implementations.

The plans are designed to deliver value-driven activities to your organization from the start.

Our team will ensure you are quickly getting access to begin making the solution your own.

With our add-ons for Learn365, we increase awareness and consumption of learning through learner-centric tools and further reduces the workload for your admins with automation and enhanced analytics.

ZENSAI

Select the plan that best fits your organization

Most Popular

Success Basic

Baseline offering for customers who require limited assistance to implement, configure, and maintain.

Already included

Success Plus

Reduce workload for your admins through automation while optimizing the outcome through advanced analytics.

Preferred / Recommended

Success Premium

Get hands-on care from our delivery team who will support you in adapting your learning and performance programs for best practices.

The Ultimate Experience

Plan Details

• Installation and Setup

• Launch / Go Live Services

• Life Cycle Services

ZENSAI

Installation and Setup

We are fully integrated within your Microsoft 365 tenant. To ensure a smooth installation it requires a few pre-requisites to be met. For a good reason – Security. We require the SharePoint Global Tenant Admin for any installation of Learn365. The installation and setup takes around 10-15 minutes for Learn365.

Installation and Setup	Success Basic	Success Plus	Success Premium
One time setup in your Microsoft 365 tenant	✘	✔	✔

The entire installation (guided or self-installed) takes 10-15 minutes.

Guided installation: Clients can schedule a session for installation with our team. During that session, an engineer will guide your Global Tenant Administrator through the installation and core configuration, setting up the system.

Self-install: Our detailed installation guide includes a short video and detailed description guide to allow you to install the platform at your own pace and time. In case of questions during the installation, our support team is just a mouse click away to help you via our chat.

Setup	✘	✔	✔

Clients can choose between guided session (with an engineer) or opt for a self-setup with our guide. The setup includes the creation of a course catalog, assigning permissions, enabling notifications.

The entire setup (guided or self-setup) takes 10-15 minutes for Learn365

Go Live Services

We understand that the human success journey will look different in every organization and our implementation plans allow for flexibility to meet your needs. A typical onboarding for a Learn365 is 4-12 weeks. A typical onboarding for Engage365 and Perform365 is 5-10 weeks.

Learn365 Launch – Go Live Services	Success Basic	Success Plus	Success Premium
Project Plan	✗	✔	✔

We have carefully designed a sample project plan

To view the Learn365 project plan, please visit: **https://events.lms365.com/Customer-Journey-LMS365/**
To view the Engage365 and Perform365 project plan, please visit: **https://events.lms365.com/Customer-Journey-W10/**

Online Academy	✔	✔	✔

Our quick start training provides a fast-track approach for quickly getting started with product training

Live Customer Success Session	✗	✔	✔

Sessions are typically, between 30 minutes and 1 hour long, facilitated by a Success Manager (business nature). Time utilized for "Live Customer Success" is accumulated for fair usage measure!

Topics covered are: Timelines and expectations for Go-live - Go-live best practices - Q&A (Question & Answer) session (business and "lite" technical) - Onboarding of Admins

Live Consulting Session	✗	✔	✔

Sessions are typically between 30 minutes and 1 hour long, facilitated by a consultant (technical nature). Time utilized for "Live Consulting Sessions" is accumulated for fair usage measure!

Topics covered are: Q&A (Question & Answer) session (technical) Translation of business processes into - Microsoft architecture- Best practices

Lifecycle Services

Our team of Success Managers and Consultants deliver value driven services to your team throughout your subscription. A Customer Success Manager will be your main point of contact, who will review best practices and provide guidance to increase adoption for your organization. A Consultant will be your secondary point of contact to review your individual LMS needs and more in depth technical and business use cases.

Lifecycle Services	Success Basic	Success Plus	Success Premium
Value / Business Review Session	✕	✅ suggested every 12 months	✅ suggested every 3 months

Sessions are typically, between 30 minutes and 1 hour long. Topics covered are:
Looking back - Looking ahead - Client lifecycle progress (what can we celebrate, what's new, what's next)

Live Customer Success Session	✅ up to 2	✅ up to 4	✅ up to 8

Sessions are typically between 30 minutes and 1 hour long, facilitated by a Success Manager (business nature).

Topics covered are: Go-live / Ongoing adoption best practices - Q&A (Question & Answer) session (business and "lite" technical) - Highlight newly released features - Onboarding of new LMS Admins

Live Consulting Session	✕	✅ up to 4	✅ up to 6

Sessions are typically between 30 minutes and 1 hour long, facilitated by a consultant (technical nature).

Topics covered are: Q&A (Question & Answer) session (technical) - Adoption of newly released features - Use case scenario consulting - Translation of business processes into Learn365 architecture - Best practices

Dedicated MS Teams Channel	✕	✕	✅

A dedicated Microsoft Teams channel to provide direct access to the Customer Success and Consulting team members with an 8 business hours initial response time commitment.

Additional hours	✕	✕	✅ up to 16 hours

Extra training needs, additional touch points with a Customer Success Manager or Consulting team member, task execution, need for scoping and creation of small, custom solutions based on MS Power Automate / Power Apps / Power BI / Learn365

Online Academy Access	✅ Limited	✅	✅

To ensure our clients get acquainted with the tool quickly, we highly recommend our on-demand e-learning based courses. You can also see some first-hand practical courses this way!

We also offer live and on-demand webinars.

Online Academy Self-Service User Admin	✕	✅ Limited	✅

Ability to invite additional users to the Online Academy to ensure continuous training. Success Plus subscribers can invite up to 15 Administrator. No limitations for Success Premium

Customer Community Groups	✅ Limited	✅	✅

Before re-inventing the wheel, we recommend engaging with your peers through our Customer Community. We have dedicated groups for customers to engage with each other for best practices.

Maximum Support Response Time	Up to 16 hours	Up to 10 hours	Up to 6 hours

Success Plan Plus and Premium subscribers enjoy a quicker Support Response Time. More information on service level agreements can be found in the SaaS agreement.

Managed and un-managed Add-On solutions

Provided by Global Delivery / Professional Services Division we provide clients with solutions increasing awareness, consumption, effectiveness of training / administration and reporting. For details of each solution please visit our add-on solutions catalog (please see here).

Note: Add-On Solutions do not fall under the SaaS Agreement (please see here) related to availability, support or accessibility standards (please see here).

Add-On Solutions	Success Basic	Success Plus	Success Premium
Power Bi Solutions	✗	✔	✔

Our Power BI Solutions include pre-defined reports. Pre-built reports are ready to use with no or minimal adjustments. Learn365 Consultants will cover high-level questions related to Microsoft Power BI

SharePoint Custom Web Part Suite	✗	✔	✔

Our SharePoint front-end web part suite can be placed on any SharePoint Page in the client tenant. They are designed to ensure increased awareness and consumption of training. The suite includes a unified catalog web part (accumulating courses from different catalogs), "My Learning", "Available Courses" and a "Search Training" web part. The web parts are installed by the client through their Global SharePoint Administrator and are highly configurable. We hope you enjoy them!

Learner External Certificate Uploader	✗	✔	✔

The Learner Certificate Uploader solution is a Power App/Power Automate combo that allows learners to self-upload their own certificates of completion. This solution should be used when you require learners to upload completion certificates within a learning module or outside of a course. When the solution is executed by a learner, they must enter course and completion information and upload a certificate file that will be sent to an approver for review and approval. When approved, the completion certificate will appear in the learner's transcript and Dashboard pages.

Training Plan Updater	✗	✔	✔

The Training Plan Updater solution is a Power App/Power Automate combo that allows administrators to select a training plan and mark all the completed users as "In Progress" for that training plan. This solution should be used when there are new courses constantly being added to a training plan and you require users to complete all courses within training plan. This solution will also enroll users into any newly added courses within the training plan.

Reporter	✗	✔ Limited	✔

Create Microsoft Excel or CSV reports based on enrollment, course, user, certificate data by using a data modeler. Include any of your extra AAD fields synced with Learn365 and schedule this reports to be automatically pulled and uploaded into your SharePoint environment.

Assigner	✗	✔	✔

Automatically manage and maintain (Azure Active Directory) AAD groups by creating them, adding and removing learners dynamically to groups, based on user profile metadata (e.g. Department, City, Manager, etc.) and learning data (e.g. previous enrollments in other courses, certificate status, etc.) further increasing automation, accuracy and speed. A new level of independence from IT while fully in line with your IT security and process guidance.

Synchronizer	✗	✔	✔

Beside the fields automatically synced from AAD, you can synchronize extra account metadata fields (including any of the 16 extension attributes from your Azure Active Directory (AAD). Example: Sync the employee ID number, or the Cost Center location, etc.

On-Demand Services for Learn365

Clients plan ahead for tasks like "Bulk Import Completion Records" or "Course Cloning" and work with our consulting team to get the job done!

On-Demand Services	Success Basic	Success Plus	Success Premium
Bulk Import Completion Records	✕	✅ Limited	✅ Limited

Request the import of completion records. All we need is an excel file (we provide the template) with accurate data and we will import these records for you.

For Success Plus clients the service is limited to up to 1 initial import, typically to import existing historical records. For Success Premium clients the service is limited to up to 1 request per quarter

Content Provider Course Services

Our content provider course services are here to provide you with off-the-shelf content so you can test drive with new providers. The courses are deployed to your Learn365 tenant by our consultants or with our partners in your region.

Content Provider Course Services	Success Basic	Success Plus	Success Premium
Course Content Providers featured in the Online Academy	✅	✅	✅

To test drive, our Online Academy features courses from different content providers.

	Success Basic	Success Plus	Success Premium
Microsoft Learning Pathways Courses	✕	✅ Limited	✅

Microsoft 365 Learning Pathways (MLPs) is a customizable, on-demand learning solution designed to increase usage and adoption of Microsoft 365 services in your organization. MLPs strive to adhere to a quarterly content update cycle. New or updated courses are deployed as "new" courses upon request only.

Success Plus clients can deploy the courses in 2 catalogs and in 2 languages of their choice.
Success Premium clients can deploy in unlimited catalogs and all available languages