

Professional Services

Services that are as unique as you



Professional Services from New Horizons Include:

- *Custom content development*
- *Learning management system integration*
- *Competency management and assessments*
- *Learning strategy and measurement development*

Designing, building, and maintaining a good training program requires substantial amounts of varying skills and resources. The Professional Services team can work with you at every level. With a vast array of subject matter experts, New Horizons has been successful in helping our customers develop customized learning solutions. You can trust them to define strategic recommendations to align your market vision with your learning strategy, bridging the gap between your organization's current and ideal training program.

New Horizons will partner with your organization to maximize success, share the responsibility to meet deadlines, budgets, and specifications. Together we will ensure your training initiative is of the highest possible caliber, with the most return on training investment.

Creating Value

New Horizons will work with you to form a learning partnership focused on creating lasting value. You and your company bring to this partnership domain knowledge — the knowledge of your particular firm and industry. New Horizons adds value with training knowledge — the business concepts and proven framework for analyzing business problems taught by our faculty. This combined knowledge leads to the components that set New Horizons apart from all other training companies and maximizes the partnership value for your company.

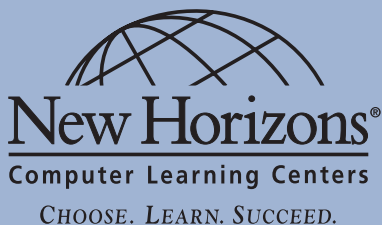
Your employees will leave our programs knowing how to evaluate potential actions and interpret the outcome of those actions — to learn the right lessons from experience for ongoing benefit.

Professional Services Program Methodology

Based on the five fundamentals that are required for customers to tailor offerings to meet their specific needs, the Professional Services team achieves those offerings by executing on each fundamental required to maximize your organization's potential for success.

VISION	ARCHITECT	BUILD	DEPLOY	SUSTAIN
<ul style="list-style-type: none"> • Learning Strategy • Business Needs 	<ul style="list-style-type: none"> • Requirements Session • Learning Needs Defined and Captured • Solution Developed to Meet Requirements 	<ul style="list-style-type: none"> • Custom Content • Custom Web-Based Training • Content Hosting Platform • Implementation & Customization • Learning Management System Integration • Q&A Testing • Training 	<ul style="list-style-type: none"> • Customer Walk-Through • Change Requests • Rollout 	<ul style="list-style-type: none"> • Content Maintenance • System Administration • Operations • Help Desk Support • Change Requests
Professional Services Engaged	Statement of Work Completed Approved	Solution Ready	Solution Operational	Solution Maintained

MILESTONES



- **Vision** Align your business goals and strategic vision directly with your organization's learning initiatives to create a blueprint for success. Define strategic recommendations that align your market vision with your learning strategy, bridging the gap between your organization's current and ideal learning programs.
- **Architect** Provides strategic consulting to help organizations quickly and efficiently implement learning solutions.
- **Build** Turn your vision into reality with the assurance of a reliable product in a timely and cost effective manner.
- **Deploy** Ensure customer satisfaction, with the flexibility necessary to make changes, implement further business needs, and allow for the proper quality assurance that our customers require, without losing efficiency.
- **Sustain** Professional Services believes not only in deploying a robust solution, but maintaining it as well. Our Service Level Agreements are among the highest in the industry, and reinforce the quality of service we have been committing to our customers for over 20 years.

Professional Services from New Horizons Provide:

- Examples of best practices in learning and employee development
- Project management design and development
- Marketing principles, guidelines and examples
- Assistance in formalizing metrics and establishing reporting formats to provide the measurements of your objectives
- Technical expertise within various internal networks

The Professional Services Team is Comprised of Experts in their Fields, which include:

- **Solution Architects** will work with you to map out your organization's objectives, align them with the core competencies required within your organization to be successful, and then design a custom learning solution tailored to meet your goals.
- **Sales Engineers** will match the right learning with your goals. New Horizons goal is to provide our customers with technical experts that will assist in creating learning solutions that allow seamless integration within existing environments. Our Sales Engineers maintain the proper technical certifications to provide expert analysis of current customer environments, and to insure proper implementations.
- **Instructional Designers** will tailor your training program to provide maximum knowledge transfer and retention. The Instructional Designers at New Horizons can tailor courseware, instruction and delivery methods to meet the specific needs of your organization and deliver a customized training package to you. With a vast array of subject matter experts, New Horizons has been successful in helping our customers develop learning solutions that offer the most return on their training investment.

Professional Services Offerings include:

➤ Custom Content Development

At New Horizons, we realize that most companies have training needs that extend beyond the standard course offerings. From proprietary software to new-hire training programs, New Horizons can customize our content offerings, for both synchronous and asynchronous learning types, to meet your specific needs.

➤ Learning Management System Integration

By working closely with established learning management vendors, New Horizons is able to ensure that our integrations can be easily implemented and managed through virtually any learning management system available. New Horizons has successfully completed integrations with both internal and vendor-based learning management systems and our intensive integration efforts allow our customers to maximize their current system investments and still be assured that their training programs will not be altered.

➤ Competency Assessments

A competency is a clearly stated definition of a performance area related to success in a job role. Effective learning and the systems that maintain that learning must have methods of determining these successes, as well as providing access to the appropriate training and development activities, and evaluating their performance and growth. New Horizons offers Competency Assessments as the tool for creating these methods. With these assessments, your organization can address the abilities of your employees and define what is require to be effective in that employee's position.

➤ Learning Measurement Services

Investing in an integrated learning program should not be completed without proper ways of measuring it's success. Organizations must document the requirements for success in a way that permits accurate evaluation of individuals' success at meeting those requirements. New Horizons has various tools to allow your organization to accurately measure and benchmark each and every employee's learning.

Learn More

For more information, talk with your Account Manager or visit us online at www.newhorizons.com.

