



LMS

Product and Services Description



EcoOnline's Learning Management System is for Health and Safety and Operations Professionals looking to stay on top of training, reduce admin times and build safer work environments.

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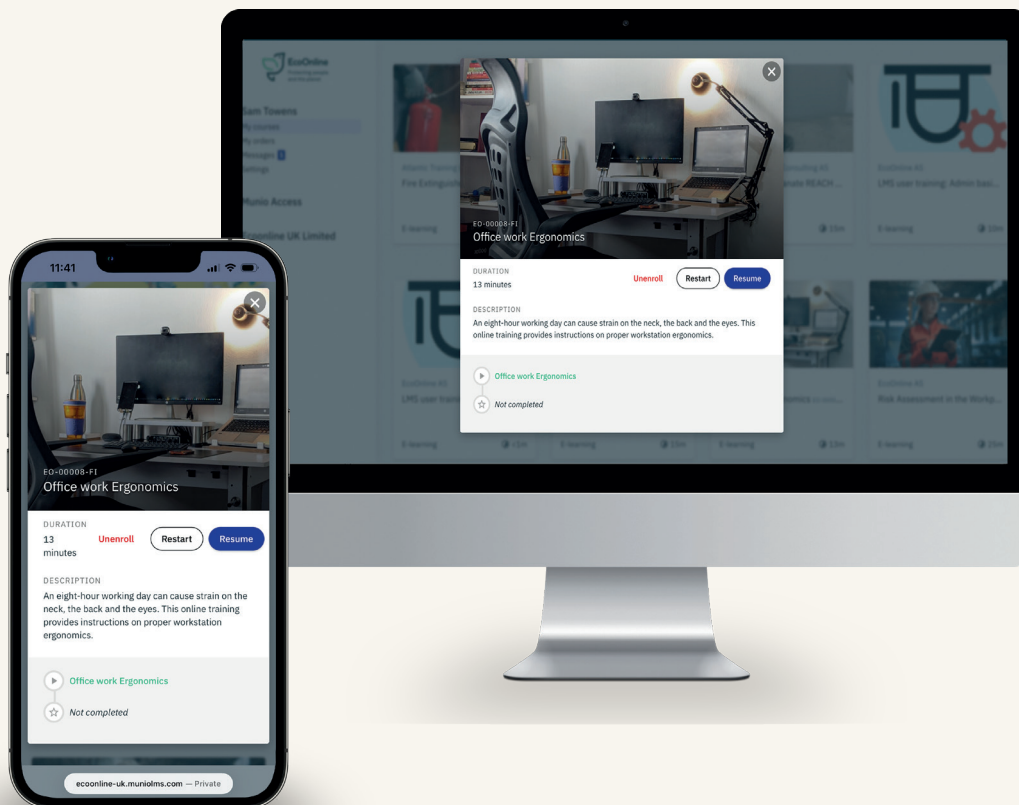
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Disclaimer: Information correct as of January 2026. Please refer to our live G-Cloud 15 listing profile for the most up-to-date product and service details.

Solution Overview

EcoOnline's LMS provides structure and control of your health and safety training program and engages internal and external workers through a multi-modal learning experience. Trusted by global enterprises worldwide, EcoOnline LMS provides a simple learning solution to improve safety awareness and reduce organisational risk. When organisations use EcoOnline, they benefit from built-in best practices to meet training objectives and safety KPIs.

The LMS delivers a simplified approach to health and safety training by embedding elements such as the ability to quickly find content relevant for industry and role, distribute training to internal and external workers built to unique organisational requirements and track progress to meet compliance.

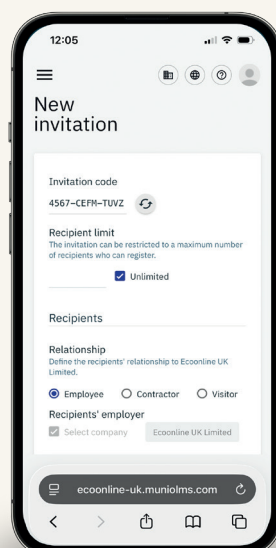


Key Features

- Assign and distribute unlimited training across employees, contractors and partners
- Build, edit and publish courses using multimedia content easily
- Access comprehensive eLearning library covering safety, compliance, business and skills
- Send automated course invitations to internal and external learners
- Track learner progress completions and competencies centrally
- Generate reports supporting audits, compliance and management oversight
- Send automated notifications/reminders preventing missed training deadlines
- Upload & manage learning content including video documents and eLearning
- Deliver mobile friendly learning accessible on smartphones, tablets and browsers
- Enable contractor training through secure link based self-enrolment

Benefits

- Deliver engaging training, improving retention and closing safety knowledge gaps
- Provide expertly developed safety training addressing diverse workplace hazards effectively
- Create flexible multimedia training tailored to site specific risks, easily
- Streamline onboarding for contractors improving completion rates and safety awareness
- Maintain compliance using automated reminders, expiry controls and continuous reinforcement
- Gain organisation training oversight supporting audits and proactive safety management
- Enable workers to complete training before arrival, improving readiness safety
- Ensure only trained, qualified personnel access sites reducing operational risk
- Support contractor and third-party safety through integrated training approvals management
- Improve workplace safety by consistently reinforcing competence, awareness and accountability



Service summary

What's Included:

- Access to the cloud-based Learning Management System (LMS) for managing and delivering health & safety training to all users
- User interface accessible on desktop and mobile for learners and administrators
- Course assignment and learner enrolment management
- Automated tracking of training completion and qualification expiry notifications
- Reporting and analytics for training progress
- Support for multiple content formats (e.g. SCORM, xAPI, video, PDF)
- Self-enrolment for contractors and external users via shareable links
- Centralised learner records and audit-ready training history
- Standard helpdesk support during business hours

What's Not Included:

- Bespoke content creation services or third-party proprietary courses
- On-site implementation, training delivery or facilitated workshops
- Custom system integrations with external HR/ERP platforms (e.g. single sign-on)
- Dedicated 24/7 support (unless purchased as an add-on)
- Local installation or offline server hosting
- Custom user interface branding beyond standard configuration

Optional Add Ons:

- Single Sign On (SAML 2.0).
- Bulk data import tools.
- Additional languages.
- Additional onboarding support
- Custom integration services
- Extended support packages
- eLearning content is available at an additional cost
- Content creation services

Dependencies:

- Internet access and a modern web browser to access the platform
- Provision of learner data (e.g. names, identifiers, email addresses) for account creation and enrolment
- Internal IT configuration to allow access through firewalls and single-sign-on solutions if required
- Organisation ownership of content where internal modules are used (customers must upload or supply their own proprietary training materials)

Onboarding & Implementation

EcoOnline's implementation for the LMS provides a structured onboarding experience to support organisations deploying the system. The process is designed to build user confidence, embed core capabilities, and enable organisations to independently operate and expand their LMS over time. The self-guided onboarding model follows a proven five-stage sequence grounded in best practices for learning technology adoption.

Essentials Onboarding Approach

EcoOnline provides a self-guided onboarding approach that enables customers to configure and deploy the LMS independently using structured guidance and tools. The approach supports hands-on setup at the customer's own pace, with email support available for onboarding queries. This option is suitable for organisations with internal resources that want direct control over configuration and rollout.

What's Included

- Guidance for planning goals, workflows, and success criteria
- Step-by-step configuration materials for core LMS setup
- User review activities to familiarise key users
- Change and rollout planning tools
- Go-live preparation guidance
- Email-based onboarding support

What's Not Included

- Facilitated workshops or walkthrough sessions
- Instructor-led or onsite training
- Custom configuration performed by EcoOnline
- Data migration or historical records import
- Third-party or custom integrations
- Accredited change management services

Optional services are available where additional support is required.

Optional Services (Additional Cost)

- Live implementation support
- Data migration
- Custom integrations
- Advanced change management

Service Management & Support

EcoOnline's LMS is delivered as a SaaS product, enabling customers to achieve their required outcomes without the need to own or manage the underlying technology, operational costs, or associated risks. Service management is focused on ensuring availability, performance, security, and continuity of the service throughout its lifecycle.

EcoOnline applies recognised IT service management best practice, including ITIL principles, using a pragmatic and proportionate approach aligned to the services provided. Where third-party cloud services are used (for example, AWS), EcoOnline works in partnership with those suppliers to ensure end-to-end service delivery.

Technical Support

Our technical support services are designed to ensure you receive timely, reliable assistance whenever you need it.

Customers can raise support requests via email or our online ticketing system, providing a simple and efficient way to log and track issues.

Support Response Times

We operate a structured priority-based response model to ensure critical issues are addressed quickly:

Category 1 (Critical): Initial response within 2 business hours, with regular updates provided until the issue is resolved.

Category 2 (High): Initial response within 4 business hours, with ongoing communication maintained through to resolution.

Category 3 (Medium): Initial response within 12 business hours of case creation.

Category 4 (Low): Initial response within 24 business hours of case creation.

Support Channels

Phone support: Available 24 hours a day, 7 days a week

Email & online ticketing: Available for logging and managing support requests

Onsite support: Available by arrangement and at an additional cost

Security & Data Protection

- Data will only be used in the provision of the service contracted for, including support of that service. Data will not be used for development purposes.
- Data is stored within the AWS data centre with backup and Recovery vaults in the EU. We hold all data within the EU and do not use any other datacentre locations.
- Each client's data is held in separate databases to ensure segregation and security.
- Application data is held for the life of the contract. At contract termination, the offboarding process describes on exit the customer is sent copies of their data and it is removed from production after 60 days. Backups will expunge through normal rotation.
- Data on Volumes is encrypted at rest, which helps to minimize the risk of a data breach via malicious hardware access. TLS 1.3 is used for transport encryption.

Service Availability & Performance

- EcoOnline offers 99.95% application uptime and 99.99% hosting uptime. The application and hosting environment is continuously monitored. We have 24/7 provider support SLAs in place to ensure uptime of the hosting infrastructure.
- EcoOnline maintains full disaster recovery plans for all business activities and hosted infrastructure. These are audited as part of our ISO 27001 certification and are managed as part of an overall audit program.



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