

Learn365 Service Definition Document

LEARNING MANAGEMENT SOFTWARE

The learning management system for Microsoft 365 and Teams

Delivered by **essential** ©

Built on Microsoft 365 platforms, services, and generative AI technologies, **Learn365 delivers learning in Teams, SharePoint, Outlook, and Viva Learning.**



Crafted to empower.

Creators make and curate quality content quickly with AI and seamless access to top-notch content sources.

Learners access content in their apps, no extra login needed. Pick your learning mode and device - any time, any place.

Learning managers streamline and automate learning management, certification, and reporting via a trusted platform.



Our customers use Learn365 for:



Employee onboarding and preboarding
Automate the onboarding process and easily deliver inductions to new hires.



Compliance and IT security training
Target mandatory training to the right people and roles. Track and document completion and re-certification.



Career development planning
Give people the skills and knowledge they need to excel in their job or move on in their career.



Change management
Give people the skills, tools, and strategies needed to effectively navigate and implement change.



Customer and partner training
Provide structured trainings to your customers to keep them updated on your product's developments.



On-the-job training
Provide people training and practical assessments to do their work even better, while they are *doing* the job.



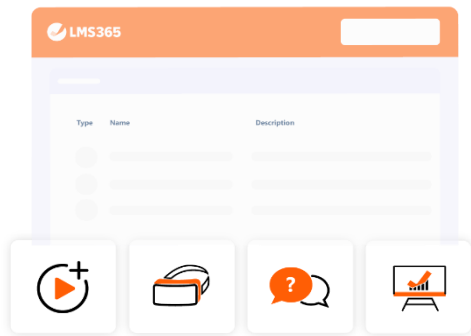
Re- and upskilling
Create personalised training plans for individuals and groups based on their growth needs.



Software adoption
Provide practical trainings on how to use the company's tools. Refer to the course anytime new people need the knowledge.

One platform for employee development, onboarding, and compliance training

1 Create your course content in a few guided steps. Use AI or import from our content hub to launch courses in moments.



2 Organise courses into learning modules and pathways.

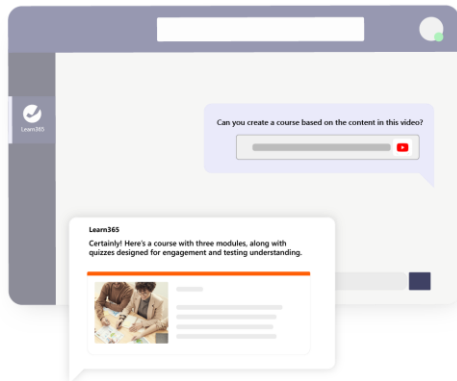


3 Make learning available through catalogs and accessible from Microsoft Teams, SharePoint, and other devices.

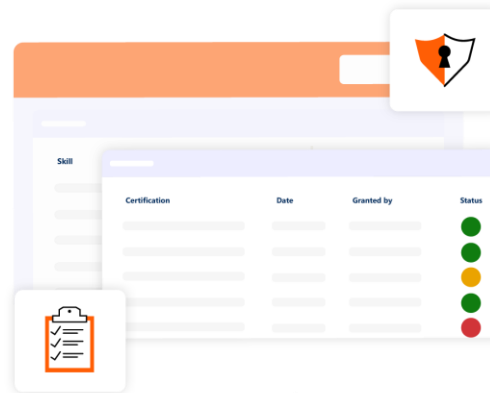


One platform for employee development, onboarding, and compliance training

4 Enrol users or allow for self-enrolment. Let learners find training with AI-powered course recommendations.



5 Reward learners with skills, certificates, and training points as they progress.



6 Analyse learning and skills data to support growth, compliance, and workforce planning.



Accessed through your favorite tools in the flow of work.



Microsoft Teams

Collaborative, social, peer-to-peer, video, chat, voice, in-context learning, sessions in Teams meetings.



Mobile devices

Full-blown experience on any device. Download and complete training offline.



SharePoint

Let learners access their learning through the Intranet or a training portal in SharePoint.



Viva Learning

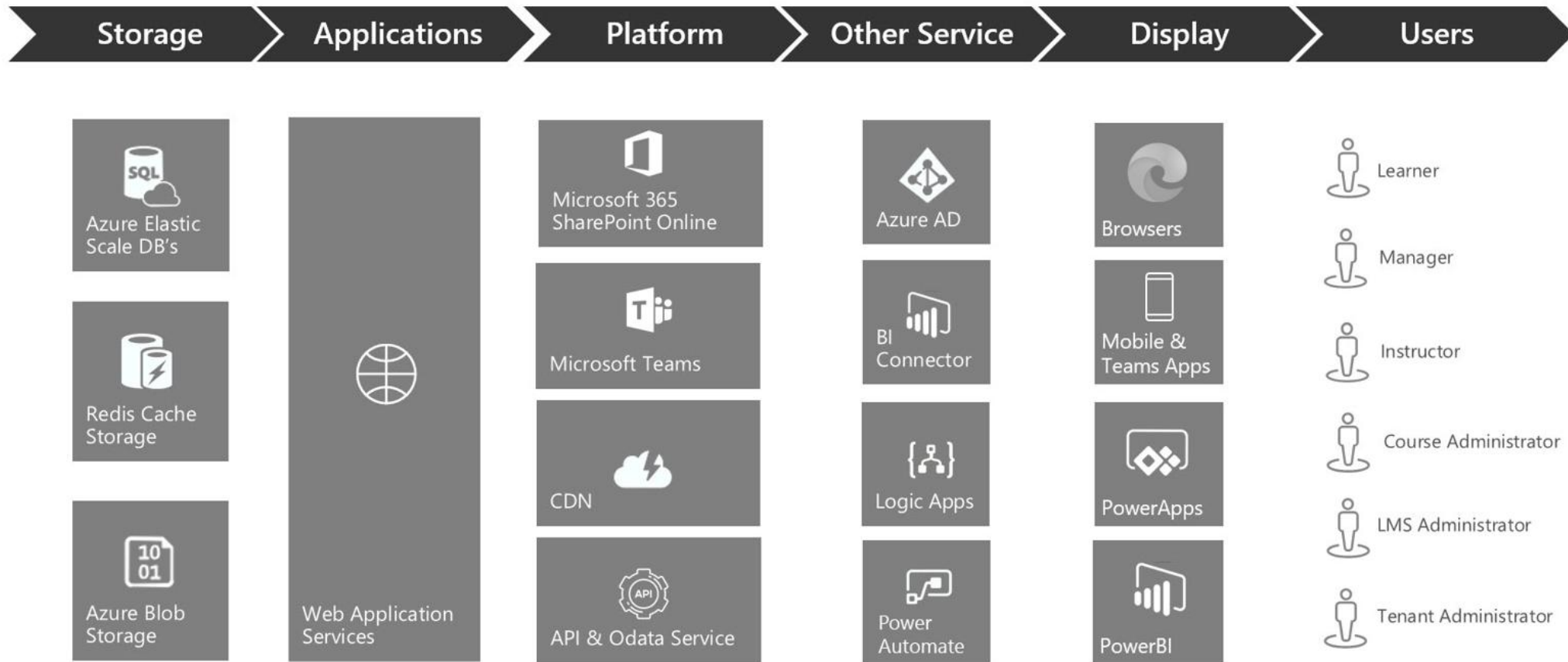
Learning in the flow of work, surfacing all learning opportunities.

Supercharge growth, streamline compliance, and accelerate onboarding.



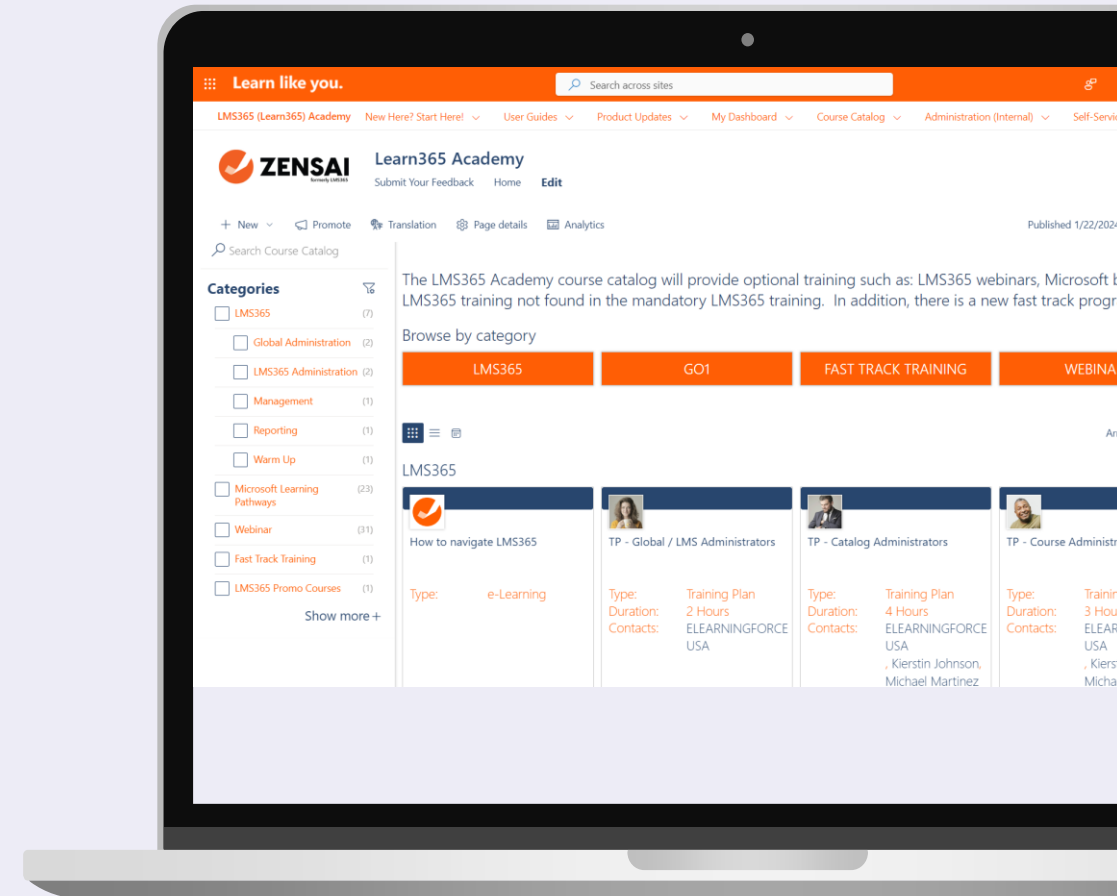
- **Maximise** your current user data and IT infrastructure using the native integration with Microsoft 365 apps and services
- **Deliver** learning where people are and see increased user adoption
- **One-hour Technical deployment and easy user management** via Entra ID and Groups
- **Achieve** top-tier security and Microsoft-compliant standards
- **Plugs right into Power BI,** Entra ID, and Power Apps for trusted and agile reporting and process automation
- **AI will be your coach and assistant** to make your team and managers more efficient and effective

Learn365 Reference Architecture



Training

- As part of **Essential's onboarding service**, full training is provided to your L&D team who will handle the delivery and ongoing management of Learn365 for their organisation. *Our training is supported by additional resources from Zensai (depending on success plan) including;*
 - Access to product e-learning is included for Admins via the Learn365 Academy. The academy includes training plans for tenant, catalog, and course administrators.
 - An online library of user guides, documentation, articles, and video tutorials is a great place to start for some straightforward how-to questions.
 - The Learn365 Customer Community offers a platform to share ideas and experiences and reach out to and engage with a large network of like-minded users across many industries globally.



Learn365 subscription plans.



Learn365 Standard

Run the intuitive solution that is integrated with the Microsoft 365 suite



Learn365 Professional

Everything from standard, plus more third-party integrations and AI-powered learning tools

	Standard	Professional
Course catalogs	Unlimited	Unlimited
Course & learning modules	Unlimited	Unlimited
Enrollments	Unlimited	Unlimited
Copy courses across catalogs	-	✓
Skill manager	-	✓
Offline mobile synchronization	-	✓
Success plans	✓	✓
Audit trail	-	✓
Audit & penetration reporting	-	-
Security, recovery & data	✓	✓
Advanced security, recovery & data	-	-
Third party integrations	-	✓

Success plans.

	Basic	Plus	Premium
Installation and setup			
Assisted installation of platform services into Microsoft 365 tenant	-	✓	✓
Platform setup and core configuration	-	✓	✓
Platform Launch – Go Live Services			
Project Plan	-	✓	✓
Live Consulting Session	-	Up to 2	Up to 4
Live Customer Success Session	Up to 1	Up to 3	Up to 6
Platform Academy Quick Start Courses	✓	✓	✓

	Basic	Plus	Premium
Lifecycle Services			
Value / Business Review Session	-	✓	✓
Live Customer Success Session	Up to 2	Up to 4	Up to 8
Live Consulting Session	-	Up to 4	Up to 6
Dedicated MS Teams Channel	-	-	✓
Additional hours	-	-	✓
Online Academy Access for Learn365, Perform365, Engage365	-	Limited	✓
Customer Community	Limited	✓	✓
Maximum Support Response Time	Up to 16 hours	Up to 10 hours	Up to 6 hours

Find more details on our success plans here: [Pick your supportive Success Plan for the Human Success Platform \(zensai.com\)](https://zensai.com/success-plans)

Success Basic *Included in every Subscription.*

* Add-on solutions are not subject to the Zensai SaaS terms

Support & Customer Care from Essential.

- Customers have access to our **UK based Support team** for phone, email, and remote support.
- Essential provides a technical support and customer success service to help our customers get the most from Learn365. This includes unlimited access to technical support and platform updates as well as proactive sessions with specialists throughout the subscription period.
- Essential customers also benefit from our **quarterly user group sessions**, and periodic education sessions throughout the year. These are free and available to customers on all success plans.
- Support response times for **all Essential customers** are within 1 hour between 9-5pm UK Office hours, Monday-Friday (excluding bank holidays).
- In addition, Essential customers have access to the vendor support service, the response times depend on your choice of success package. Response times for normal severity are
 - Basic: 16 business hours
 - Plus: 10 business hours
 - Premium: 6 business hours
- Further information can be found in the SaaS agreement: <https://zensai.com/saas-terms/>

Vendor Service Level Agreements

Severity Descriptions	
Urgent	Critical production issue including system unavailability affecting all users. No workaround is available.
High	Issue is persistent, affects many users and/or impacts core functionality or results in significant performance degradation. No reasonable workaround available.
Normal	Errors in functionality within the application often accompanied by workarounds or affecting some but not all users.
Low	General inquiries on the use of the application or cosmetic errors or incidents which otherwise do not require immediate attention, rare errors that appear during unusual conditions or are otherwise unlikely in normal use, or errors which have a sustainable workaround.

Basic Plan Service Level Targets*	Severity	First Reply	Resolution/Mitigation ETA
	Urgent	8 business hours	24 business hours or as soon as feasible or practical
	High	12 business hours	As soon as feasible or practical
	Normal	16 business hours	As soon as feasible or practical
	Low	24 business hours	None

Plus Plan Service Level Targets*	Severity	First Reply	Resolution/Mitigation ETA
	Urgent	4 business hours	4 business hours or as soon as feasible or practical
	High	6 business hours	8 business hours or as soon as feasible or practical
	Normal	10 business hours	As soon as feasible or practical
	Low	16 business hours	None

Premium Plan Service Level Targets*	Severity	First Reply	Resolution/Mitigation ETA
	Urgent	0.5 business hours	4 business hours or as soon as feasible or practical
	High	3 business hours	8 business hours or as soon as feasible or practical
	Normal	6 business hours	As soon as feasible or practical
	Low	8 business hours	None

Example Projects:
Delivered by Essential and Zensai
**To UK Public Sector organisations
Through G Cloud**



Historic England



essential @

