

BuildEmpire

G-Cloud 15 Service Definition



PLATINUM
ALLIANCE PARTNER



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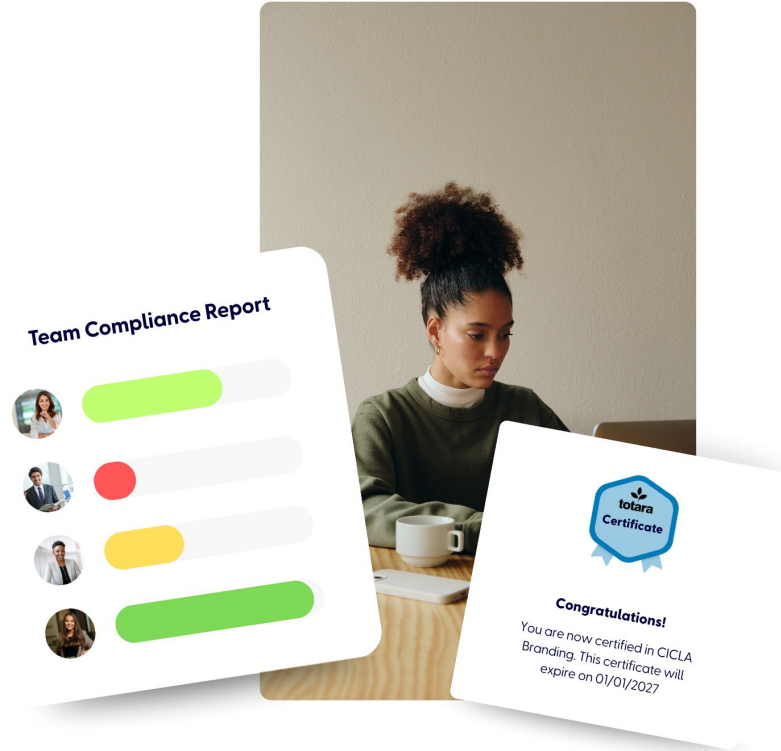
About Totara

- Connect learning, performance, and engagement in one unified platform
- Integrate core organisational systems and data sources
- Highly configurable to reflect public sector structures and priorities

What is Totara?

Standard Totara platforms include Learn and Engage, combining structured learning management with collaborative, social, and knowledge-sharing capabilities to support workforce development.

Totara Perform extends the platform with continuous performance management, enabling organisations to manage objectives, feedback, check-ins, and competency assessment, linking learning directly to performance outcomes.



Why Totara?

Totara is trusted by **hundreds of UK public sector organisations and supports millions of learners globally**. It enables organisations to manage compliance, skills development, and performance in a single environment.

Beyond training delivery, Totara supports policy communication and workforce development, providing a strategic foundation for organisational improvement.

Learn provides structured learning management, Engage supports collaboration and informal learning, and Perform enables continuous performance and development conversations.

Learn

The strategic backbone of your learning and development strategy.

Engage

Your workforce hub for informal learning pathways and connections.

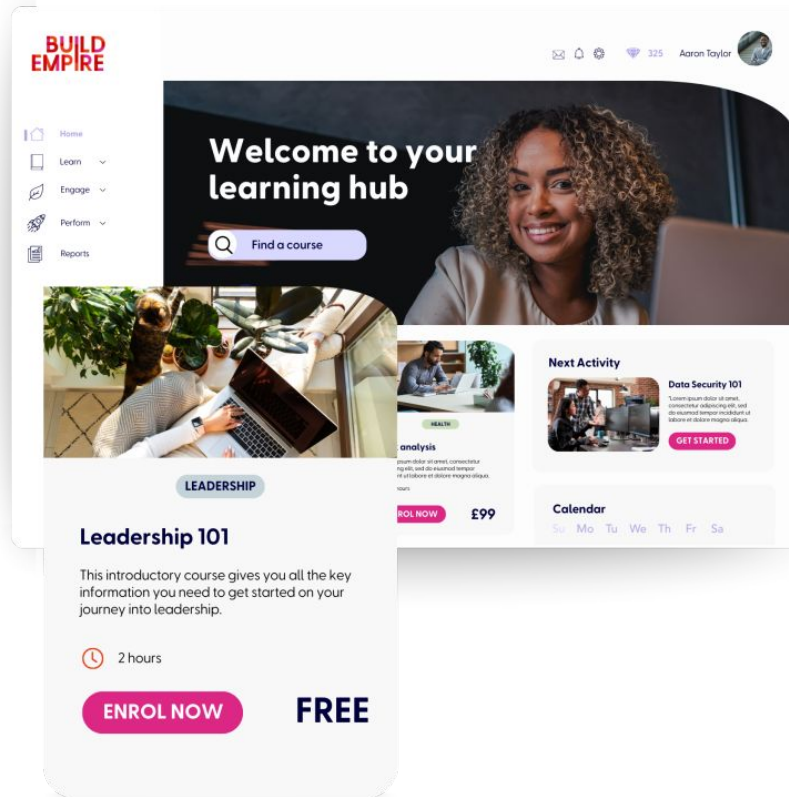
Perform

Alongside Learn & Engage, Perform completes your full performance and development system.

Key Reasons for Totara

- Unified platform combining learning, engagement, and performance
- Extensive configuration available
- Proven scalability for large, distributed public sector organisations

Totara is designed for organisations that require control, adaptability, and transparency. Its open architecture enables endless integrations, while its modular approach allows you to adopt only the functionality you need and expand over time.



Why BuildEmpire?

- Enhanced features not available in standard Totara
- Developer-led team specialising in custom solutions
- Implementation, migration, and customer success included

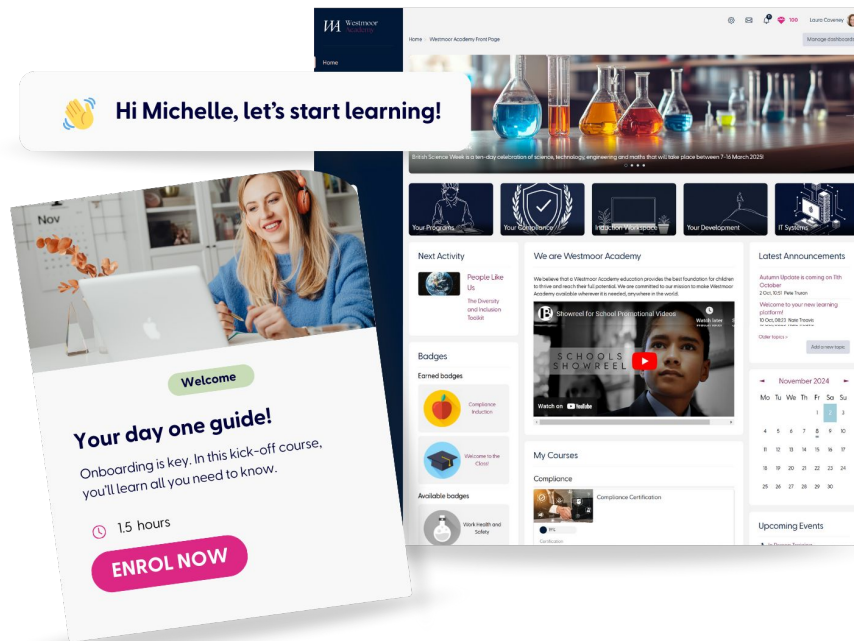
Who Are We?

BuildEmpire is a leading partner of Totara and has been in the business for over 20 years.

We support a range of businesses with diverse learning needs from **more flexibility in their learning platform**, to being able to **better measure learning outcomes**.

Customers choose BuildEmpire for:

- Our better, unlimited support
- Access to in-house development
- More features than core Totara



Why Choose Us?

Our objective is to deliver the most effective Totara platforms for the public sector.

We provide **cost-effective** solutions supported by **top-notch** structured implementation, ongoing customer success, and unlimited support.

We cover:

- ✓ Migrations
- ✓ Scalability
- ✓ Consultancy
- ✓ Training
- ✓ Integrations
- ✓ Customisations
- ✓ Platform optimisation
- ✓ Hosting

99.998%
uptime

✓ Expertise

We can develop new features or tweak existing aspects of the platform based on your unique needs.

✓ Experience

We've been building L&D platforms since 2002. Explore our [case studies](#) to see our expertise in action!

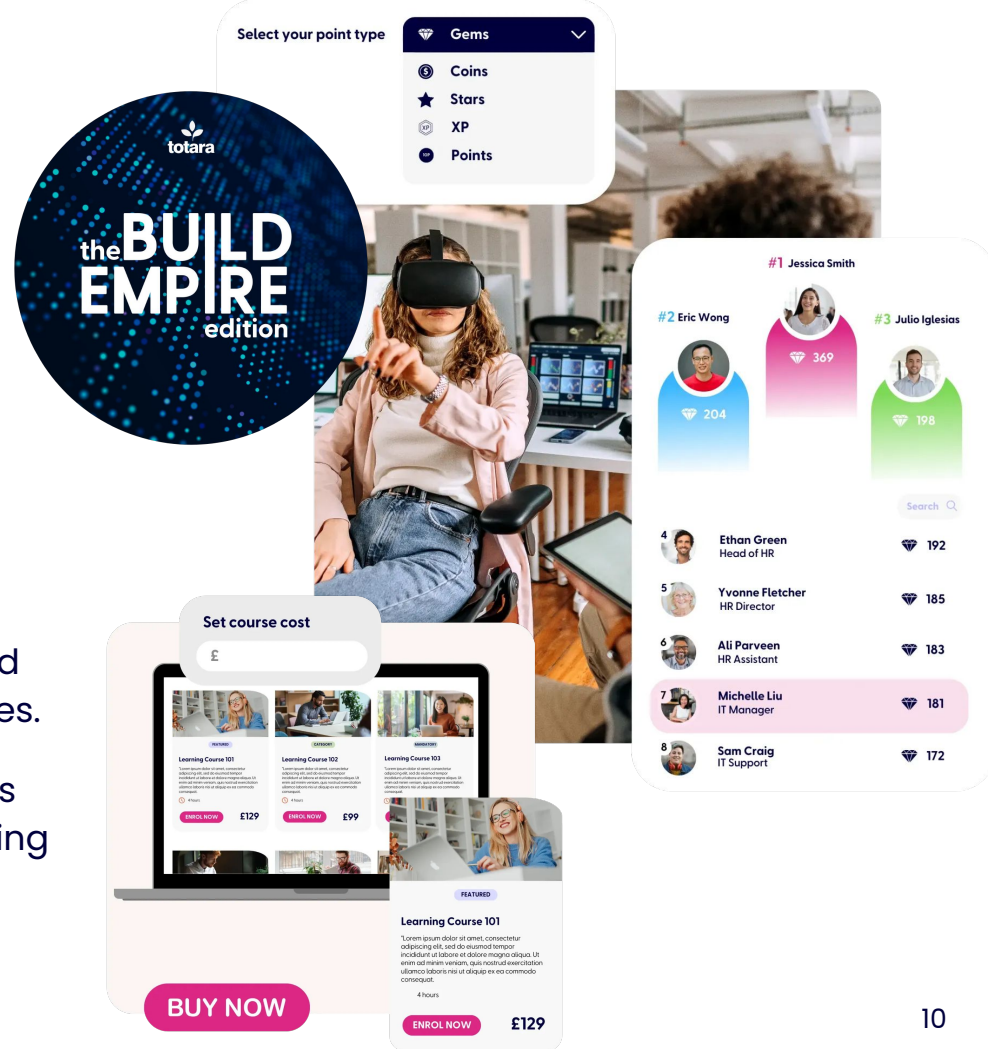


DON'T MISS Our Edition

BuildEmpire delivers an enhanced **Edition** of Totara, built on the core platform and extended through configuration and optional bespoke development.

This includes optimised user journeys, enhanced security configuration, and engagement features.

Customers benefit from a platform that remains fully supportable and upgrade-safe, while gaining additional flexibility and capability beyond a standard Totara deployment.



What makes us different?



No task is too big for us!

Our experience in custom development is what sets us apart from other providers.

BuildEmpire is one of the only Totara partners with deep in-house development capability. We develop and deliver custom plugins, integrations, workflows and experiences that extend beyond standard LMS functionality.



Not just another Totara partner

We bring blue-sky thinking thinking and proactive problem-solving to the table; turning LMS visions into reality.

As a testament to our capabilities, we are more than happy to provide references.

What do you get with us?

Included as standard for every customer...

Unlimited Support

No need to worry about hourly charges or monthly caps – there are no additional charges or limits on standard support requests, ensuring you receive all the assistance you need without any hidden costs.

Project Management and Customer Success

Each customer is supported by a dedicated Project Manager and Customer Success contact, who serve as their primary point of contacts for the duration of the contract.

Implementation and Training

With BuildEmpire, you'll receive tailored training sessions and top-notch implementation support to ensure a successful rollout of your solution.

Maintenance and Upgrades

Upgrades? Patch releases? No drama.

We handle everything in the background, ensuring your platform is fully protected and up-to-date.

Secure Hosting

Our platform is hosted and managed using AWS, the world's most comprehensive and recognised cloud technology, ensuring you never have to worry about availability or uptime.

We commit to a minimum monthly availability of **99.9%**.



BuildEmpire Edition

We know how powerful Totara is, but as a team of developers, we wanted to take the LMS one step further. And so, the [BuildEmpire Edition](#) was born. Leveraging Totara's core functionalities, we've implemented bespoke tweaks, adjustments, and brand-new features you cannot get anywhere else!

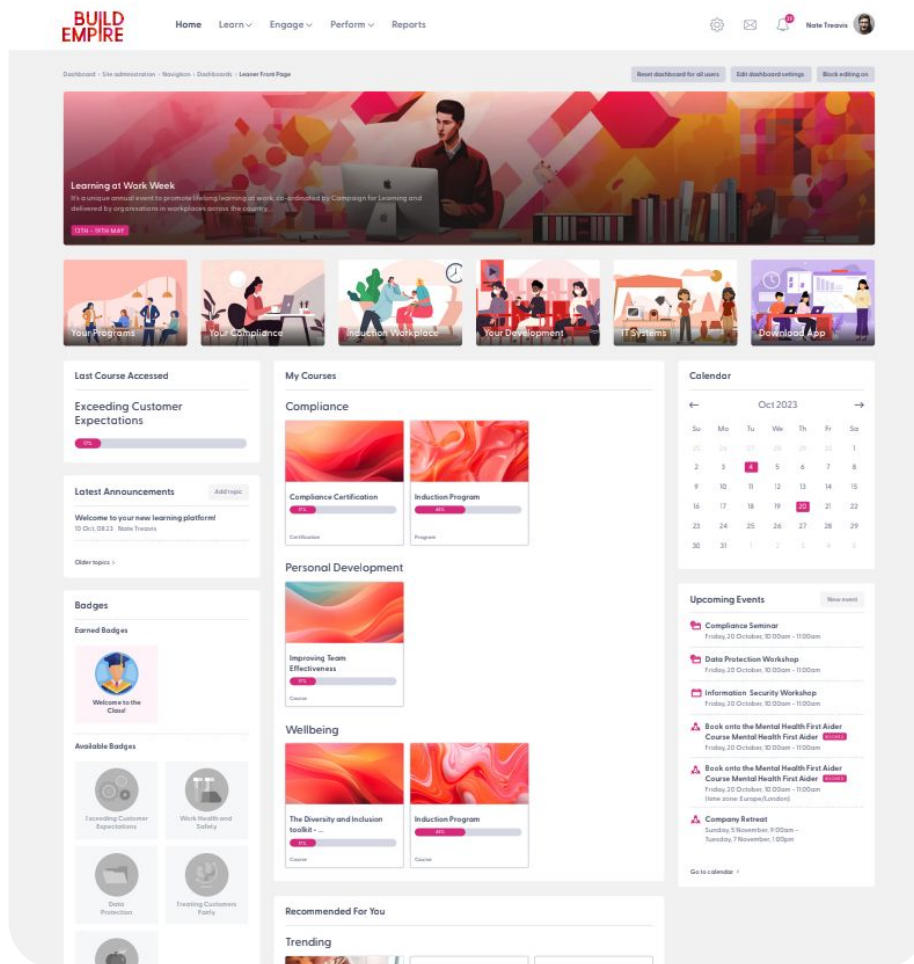
Totara X BuildEmpire: Learn

- Totara Learn provides a comprehensive learning management foundation, supporting compliance, skills development, blended learning, and reporting.
- BuildEmpire enhances Learn through configuration, optimisation, and optional bespoke development, enabling organisations to go beyond standard LMS functionality.

Totara Learn's flexibility and breadth of functionality make it well suited to the varied and evolving needs of public sector organisations.

By choosing **BuildEmpire** as your Totara partner, you can extend beyond a standard Totara implementation through expert configuration and optional bespoke development.

Our team works closely with customers to enhance existing functionality or deliver new features as organisational needs evolve.



Empowering Public Sector excellence

With its flexible and customisable nature, Totara Learn caters to the unique needs of public sector organisations, ensuring seamless integrations with existing systems and workflows.



Audience management effortlessly assigns learning activities to specific groups categorised by job roles, teams, skills and competencies.



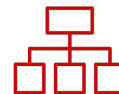
Auto generate and schedule **custom report creation** gives you a complete picture of use, progress and achievement across all learners.



Live events and seminars foster collaboration and problem-solving and allow you to implement centrally organised blended learning opportunities.



Compliance and training management covers formal and directed learning while minimising business risks.



Multitenancy enables the management of multiple departments or agencies within a single platform so you can streamline admin & reduce costs.



The **learning catalogue** enables users to browse, search, and filter through a wide range of courses, programs, and certifications for self-directed learning.

Key Benefits of **Learn**

Personalisation

Customised dashboards and personalised learning pathways ensure that every user receives content and resources relevant to their role.

Compliance Intelligence

Automatic compliance tracking ensures adherence to industry regulations, simplifying regulatory compliance management and mitigating risks.

Accessibility

Totara is WCAG 2.1 AA Compliant. Its accessibility features make it inclusive for everyone, ensuring equal access to L&D resources regardless of individual needs or abilities.

Automation

Streamline administrative tasks, such as enrollment, course assignments, and progress tracking, allowing administrators to focus on strategic initiatives.

Data-driven insights

Measure what matters!
Dashboard reporting visibility empowers stakeholders to make informed decisions.

Content Creation

Create your own content or import what you've already got!
With Totara, administrators can easily create interactive courses, quizzes, and assessments tailored to their specific training objectives.

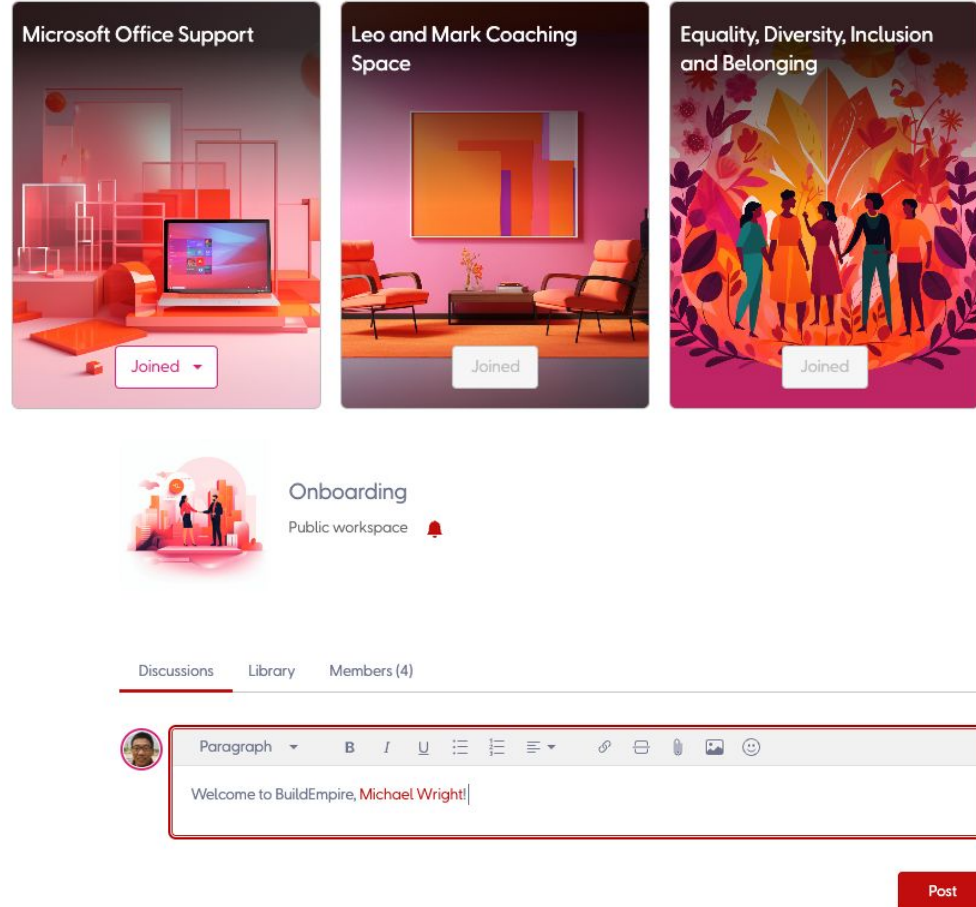
Totara X BuildEmpire: Engage

- Totara Engage enables collaboration, knowledge sharing, and informal learning. It introduces personalised dashboards, content curation, and social learning features that complement formal training.
- Engage supports inclusive learning cultures by connecting people, resources, and expertise across organisational boundaries.

Totara Engage offers a comprehensive solution to boost engagement, encourage collaboration, and promote inclusivity and community building.

Engage effectively introduces a user experience layer, featuring a recommendations engine for more tailored content search results and interactive dashboard displays.

Using Engage, people can create and curate custom resources and share knowledge through collaborative workspaces. This facilitates social learning and drives engagement across your organisation.



Enhancing employee engagement and collaboration

Totara Engage accelerates skills acquisition with personalised learning and content curation, as well as boosting learner engagement by bringing people together in a digital space.



Curated content playlists to break down silos, spread know-how to where it's needed and encourage collaborative learning.



Interactive and social functions like ratings, comments and curation to complement formal training and nurture a connected learning culture.



Personalised recommendations suggest content relevant to employees' interests, skills and needs, all based on actual user behaviour.



Surveys to quickly generate insights by collecting qualitative and quantitative feedback from your teams.

Key Benefits of Engage

Engagement

Engagement is boosted by bringing everyone together.

Use the power of collaboration and informal learning to bolster high performance and unify teams.

Exploration

Personalised learning is available for each user through the recommendation engine.

Users can also explore user-generated resources and playlists tailored to their specific interests and aspirations.

Inclusivity and Community

Meet diverse community needs.

Collaborate and solve problems from a central digital space without the complexity that comes with switching between different tools.

Advocacy

Through peer-to-peer collaboration, users share skills and accomplishments, fostering trust and cultivating a culture of knowledge-sharing and support, ultimately improving performance and service delivery.

Knowledge Sharing

Dedicated collaborative spaces encourage teamwork and innovation, offering individuals the opportunity to collaborate on projects and develop creative solutions.

Wellbeing

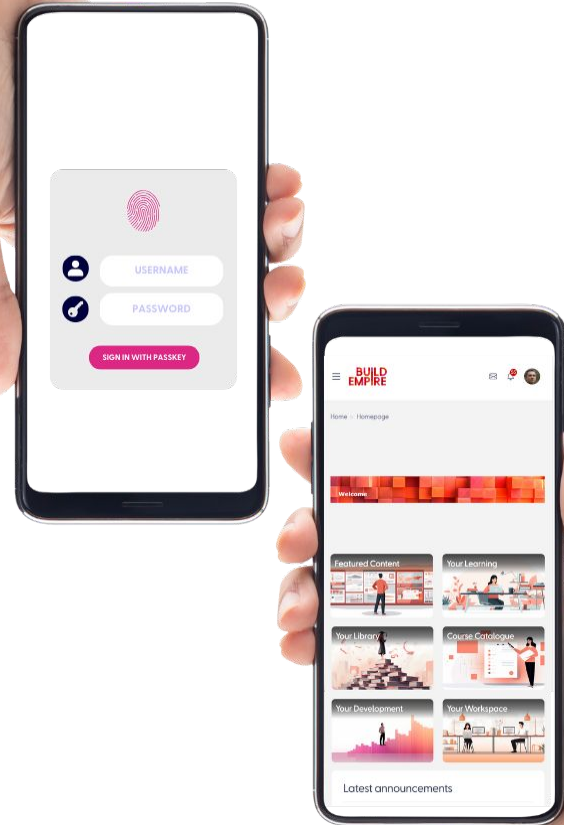
Engage enables users to acquire new skills, enhance job satisfaction, and pursue career advancement opportunities, ultimately leading to greater fulfillment and wellbeing.

Mobile App

Totara provides a fully responsive platform alongside a dedicated mobile application, supporting flexible learning across desktop and mobile devices.

Users can access learning content, track progress, receive notifications, and engage with resources wherever they work, including frontline and remote environments.

The mobile app supports offline access to selected content, synchronising progress when connectivity is restored. This enables consistent learning access for staff with limited or intermittent connectivity.



Totara X BuildEmpire: Perform

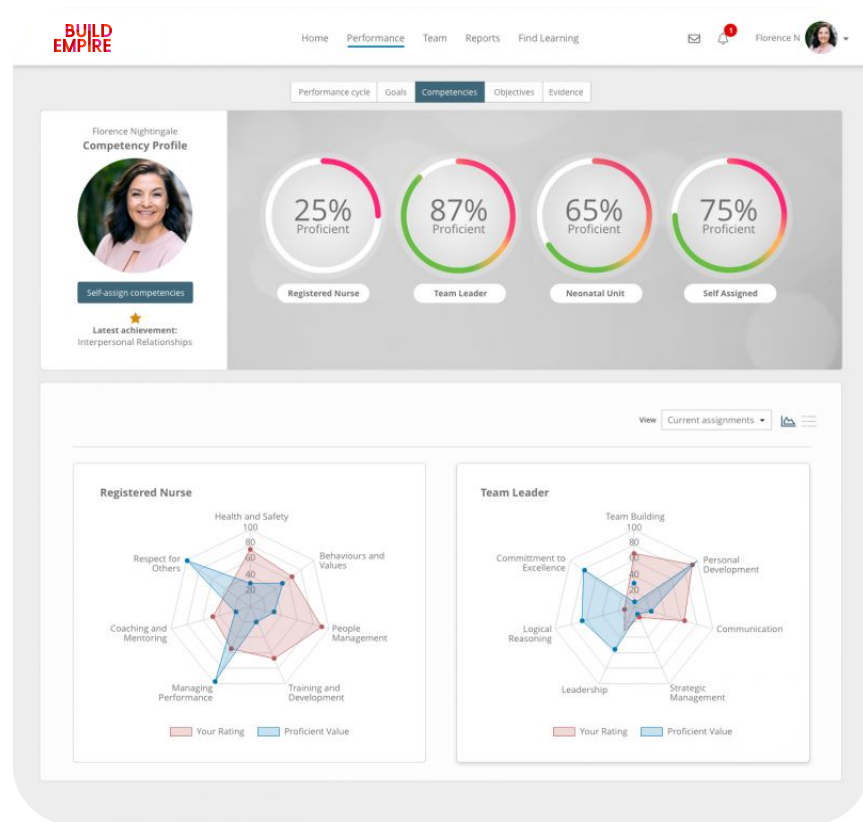
- Totara Perform supports continuous performance management through check-ins, feedback, coaching, goal alignment, and competency assessment.
- It enables organisations to link performance development directly to learning and organisational priorities, supporting workforce capability and retention.

Totara Perform empowers organisations to align individual and team goals with broader strategic objectives.

Perform facilitates:

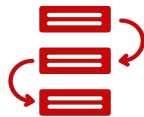
- ongoing feedback
- progress tracking
- coaching and development conversations
- aligning employee skills to organisational priorities
- shaping career paths and driving positive change

With Perform, organisations can embrace a comprehensive range of performance management practices, from regular performance check-ins to annual appraisals, to foster continuous growth.



Boosting your workplace productivity, anytime, anywhere

Totara Perform is an all-in-one suite of performance management tools that are designed around productivity and adaptability – helping your business to get the best results out of your people while freeing you from the rigid processes of conventional performance management software.



Performance review workflow builder enabling you to match performance management processes to unique workflows.



Frequent and flexible performance check-ins to ensure employee alignment and boost organisational output.



360-degree feedback to accurately gauge strengths, weaknesses and opportunities by balancing self-evaluation with input from peers.



Skills and development to identify and close skill gaps across the entire workforce and prescribe actions and content that aligns the goals of your people and organisation.

Key Benefits of **Perform**

Boost Performance

Perform boosts performance through feedback mechanisms and goal-oriented development plans, resulting in enhanced productivity and effectiveness in roles.

Skill Mastery

With Perform's competency assessment and development tools, employees can master skills needed for their roles, ensuring proficiency and confidence in their job responsibilities and contributing to overall organisational success.

Talent Retention

Perform supports talent retention by providing opportunities for career growth, recognition, and skill development, fostering a positive work environment where employees feel valued, challenged, and motivated.

Identify Skills Gaps

Through robust data and analytics capabilities, Perform enables organisations to identify skills gaps within their workforce, allowing for targeted training initiatives and development plans to address areas of need and ensure workforce readiness.

Recognition

Through features like peer-to-peer recognition, badges, and performance-based rewards, organisations can acknowledge the valuable contributions of their workforce, driving engagement and loyalty.

Data and analytics

Leveraging data and analytics, Perform provides actionable insights into performance metrics, allowing organisations to make informed decisions, track progress, and continuously improve their employee development strategies.

Migration and Integrations



Migration made easy

BuildEmpire supports migrations from legacy LMS platforms or other Totara partners using a structured, low-risk approach. This includes discovery, planning, migration, testing, and transition support. Here's how we guarantee a stress-free migration journey and a seamless switch:

1

This initial phase involves assessing your current LMS, identifying what content needs to be migrated, and outlining the goals and requirements.

It includes evaluating the existing system's functionality, content structure, and user data to determine the scope and strategy for the migration.

2

We will then document all the data to be migrated, ensuring alignment with your expectations.

Additionally, a migration plan outlining the scope, timeline, and responsibilities is shared ensuring a smooth migration process.

3

After the migration is complete, testing and validation are essential to ensure that everything is functioning as expected. This phase includes testing user access, course content, assessments, and any integrations.

4

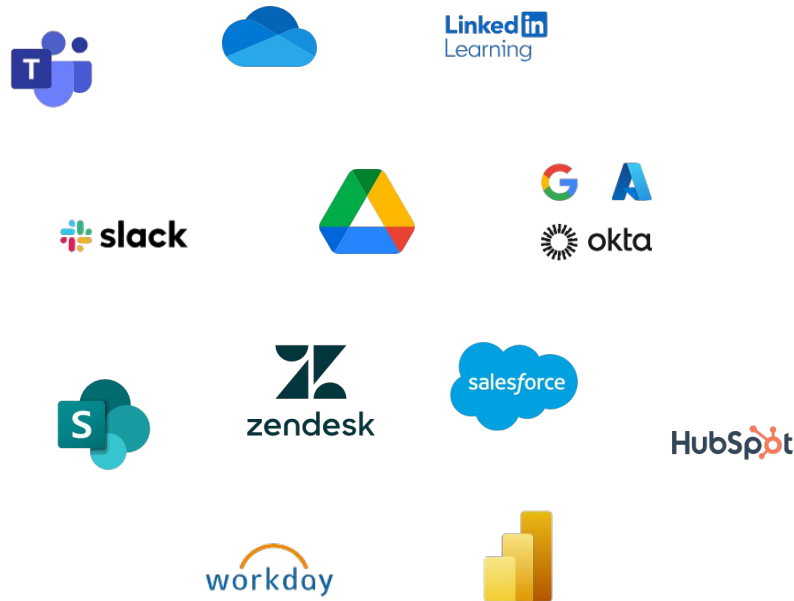
Smoothly transition your administrators and users to the new system with our expert guidance. We're with you every step of the way to ensure minimal disruption and maximum success!

Integration Capabilities

We specialise in crafting tailored integrations to meet niche requirements. From linking Totara with unique systems to implementing secure authentication platforms, our team ensures smooth data exchange and interoperability across your ecosystem.

We support various integration standards, including SAML2, SCIM2, xAPI, and SCORM 1.2, along with a webhook interface and RESTful API for flexible integration options.

Any questions? Feel free to ask us anything at commercial@buildempire.co.uk



Data Protection and Security



BuildEmpire is a UK based company with all support staff and personal data processed in the UK.

We hold certifications in **Cyber Essentials**, **Cyber Essentials Plus** and **ISO 27001:2022**, all subject to rigorous independent audits.

We host our services in ISO27001-certified UK data centers, ensuring that customer data remains within the UK at all times.

To further safeguard data, we employ robust measures such as encryption, access controls, regular backups, and security audits.

Any questions? Feel free to ask us anything: commercial@buildempire.co.uk



What our **customers** think

"The continued development of the platform remains critical to our ongoing success and BuildEmpire are very much a part of that."

"Working with the BuildEmpire team has been one of my highlights."

"The solutions they deliver and standard of development is second to none."

This wealth of development coupled with an insightful customer-service oriented account team is why I will continue to use them."

What our **customers** think

"The migration to BuildEmpire was seamless, without any issues."

"We needed a platform that could allow us to more easily create courses, but that would also enable us to continue to deliver according to our needs. We got it. And more."

"The process went very smoothly. BuildEmpire understood our requirements exactly. They are an excellent partner."

"I have worked with several other Totara partners but they have been the best."



Let's bring your vision to life

www.builtempire.co.uk



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