

# Service Definition: LiveLearningCo Human-Led AI & Software Adoption

## 1. What the Service Is

LiveLearningCo is a B2B Enterprise learning platform that believes **humanity is the key to unlocking technology**. We move government departments past impersonal, "check-the-box" training to achieve genuine "AHA" moments and software ROI. Unlike generic AI training providers, our service is 100% human-focused—we use real trainers and real-world experts to drive adoption. We don't just sell access; we ensure your technology investment actually works for your people.

## 2. Onboarding & Implementation

We believe onboarding is the foundation of trust. Our process is designed to move your team from technological friction to "AHA" moments with zero wasted motion.

- **The Pre-Kickoff Audit:** Every engagement begins with our signature **30-Minute AI Readiness Audit**. This provides the data-driven "Why" behind your deployment.
- **The Project Kick-Off:** We convene a strategy session covering branding, technical integration, and communication. We align the platform to your mission.
- **Frictionless Entry:** Access is secured via **Single Sign-On (SSO)** via the Docebo platform, which is fully compliant with **WCAG 2.2 AA accessibility standards**.
- **Branded Trust (DKIM/SPF):** We authorise your domain to ensure every invitation and calendar appointment appears authentically from your organisation.
- **The Launch:** A customer is "Launched" when learners receive their branded invites and begin authenticating to join their first live sessions.

## 3. Service Levels & Support: The "No-Bot" Guarantee

- **Support Hours:** 9:00 AM – 5:30 PM GMT, Monday to Friday.
- **Human Response:** We guarantee a response from a real human within **4 business hours** (Standard) or **1 hour** (Priority). We never use generative AI bots for support.
- **Performance:** We provide a **99.9% availability** target for the platform.



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- **Technical Success Manager (TSM):** Enterprise tiers include a dedicated TSM who acts as a strategic partner, attending stakeholder meetings and running quarterly audits.

## 4. Outage & Maintenance Management

- **Human-Friendly Maintenance:** Routine maintenance is performed outside of standard UK business hours (evenings/weekends) to ensure zero disruption.
- **Communication:** Users are notified 48 hours in advance of any planned updates via our "Success Alerts."

## 5. Customisation & Constraints

- **Customisation:** We offer full white-labeling and bespoke learning paths tailored to your Audit results. We can wrap your internal policies into our human-led sessions.
- **Constraints:** To protect the "AHA" moment, we do **not** provide "generic, bot-led content" or "unmonitored seat-only licenses." If it's not real, it's not ours.

## 6. Technical Requirements

- **Browser-Based:** No local software installation is required. Compatible with all modern browsers (Chrome, Edge, Firefox, Safari).
- **Network:** Standard broadband connectivity.
- **Integration:** SAML 2.0/SSO for secure authentication and DKIM/SPF for secure email delivery.

## 7. Security & Data Integrity

- **Hosting:** All primary data is hosted in Tier 1 data centres, ensuring UK-sovereign data standards.
- **Encryption:** All data is encrypted using AES-256 (at rest) and TLS 1.2+ (in transit).
- **Backup & Disaster Recovery:** Data is backed up hourly. Our Disaster Recovery plan ensures a **Recovery Time Objective (RTO) of 4 hours** and a **Recovery Point Objective (RPO) of 24 hours**.

## 8. Offboarding & Access to Data

- **Knowledge Sovereignty:** Upon service exit, all customer-specific content is provided in a standard **SCORM package format**.





- **Final Impact Report:** We provide a closing dossier detailing attendance, engagement, and a final **ROI Assessment** of the value delivered.
- **Secure Decommissioning:** Following data export, all instances are securely wiped in line with G-Cloud standards.



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