

Technology Services – Service Definition

Overview

Getting ahead in the digital learning landscape

LearningMate's technology services enable institutions to truly scale. We help organisations build personalised, adaptive, modular, and competency-based learning models to give them advantage in the rapidly developing landscape of digital education.

We offer a range of innovative IT-enabled services that use niche technologies and business processes to deliver high-quality learning solutions in the education and corporate sectors. Combining technology and content, our offering includes consulting, product and application engineering, automation, application transformation, implementation, product and application support, mobility, data analytics, cloud, and DevSysOps.

From aligning content to taxonomies, to implementing learning tool interoperability, to connecting disparate technology systems, we help organisations build digital infrastructure that empowers educators, learners, and administrators. With the right infrastructure content can flow seamlessly and learners can achieve more.

Engineering and development

- Content authoring
- Assessments authoring and delivery
- Curriculum standards and syllabus management
- Artificial intelligence and machine learning adaptive learning
- Rights management
- Bespoke Application
- Mobile App development

Experience and digital reality

- Virtual reality, augmented reality, mixed reality
- Customer experience
- AI enabled chatbot
- Gamification
- Voice enablement services

Data insight

- Data interoperability
- Man / machine interaction (Caliper and xAPI)
- Education DW (EdFI and CEDS)
- Data security
- BI analytics

Core content technology offering

- Automated content QA
- LMS migration
- QTI transformation engineering
- LO and taxonomy mapping

DevSysOps

- Value stream management
- Infrastructure as a code
- DevOps as a service
- High availability infrastructure

Accessibility

- Strategy consulting
- Audit and verification
- Remediation
- Accessibility CoE
- Browser based plugin
- Content accessibility (documents)

Summary of features

1. Product / application engineering: content management, agile services, DevOps, application integration
2. Application transformation: robotic process automation, customer experience, data insights, artificial intelligence, accessibility
3. Product implementation: product upgrades, automation
4. Product / application support: 24/7 support, DevSysOps, automation
5. Testing services: automation testing, penetration testing, performance / load testing

Summary of benefits

1. Digital solutions that focus on enhancing the customer experience
2. Enabling the authoring, management, and publishing of content using smart content management solutions
3. Reducing manual tasks and improving productivity through robotic process automation
4. Reducing deployment time by up to 30-40% through DevOps automation
5. Building data analytic solutions for business intelligence
6. Developing accessibility-compliant products to global standards and guidelines, such as ADA 508/WCAG 2.0
7. Using agile methodology for rapid, continuous delivery

Quality assurance

Our quality management system is CMMI-DEV compliant and based around best-in-class project delivery processes that have been refined by past project successes and today's best practice. The quality management framework incorporates three key areas:

- Quality planning before development, using a quality management plan, operational definitions, approved product checklist and guidelines
- Quality assurance during development, using quality reporting, utilisation and process compliance dashboards, and productivity metrics
- Quality control after development, using acceptance criteria and a completed checklist

All projects are measured quantitatively within our defined framework, against prominent metrics including schedule variance, effort variance, defect density, defect removal efficiency, sprint velocity and SLA adherence.

Our quality assurance approach for managed projects includes testing for software functionality against specific criteria, logging any defects for triage followed by the issue reporting cycle, and sharing results and any defects with the customer after each test cycle.

We use JIRA, an online bug tracking system, as a workflow tool for testing and verification. Each bug is logged and tracked until resolution. JIRA is also used for tracking project status.

Support

The LearningMate product suite is supported by SysOps, DevOps, and ITOps teams whose involvement is dependent on specific customer requirements and the nature of the project. Staff are certified to industry standards and follow best practice in line with ITIL and the ISO 27001 framework.

We typically assign a cloud support engineer from the Devops or SysOps team to investigate issues. Depending on the scale of the engagement, we can also deploy a dedicated technical account manager for specific customer requirements.

We provide standard support remotely via email against SLAs agreed with each customer. We also offer customised support based on a follow-the-sun model for deployed products and solutions along with the underlying infrastructure.

Security and governance

LearningMate is an ISO/IEC 27001:2013 certified company for information security management system (ISMS). Our ISMS lays down policies, procedures and technical controls around a secure work environment.

About LearningMate

LearningMate is one of the largest and fastest-growing global educational digital services companies. We help our customers understand, create and improve the learning process and the content, products, systems and data that shape and support it.

Since 2001, we've grown to employ more than 800 full-time associates across six locations in the United States, United Kingdom, Canada, and India, and have developed successful client partnerships across multiple education sectors including schools, colleges, universities, government agencies, non-profits, corporate training organisations and publishers.

Through our powerful mix of products and services, we are proud to help lead the world into a future where education is accessible, affordable, and effective. Our exclusive focus on learning and development has enabled us to develop the tools and processes precisely engineered for learning – including our innovative technology services.