

Service Definition

Escalla provides comprehensive training, user adoption, and floorwalking support services for cloud-based and enterprise software solutions. Services are delivered through flexible learning models including live online training, virtual classrooms, face-to-face delivery, e-learning, and blended approaches.

We work collaboratively with customers to define the most effective training strategy, designing bespoke programmes that support successful system adoption, improved productivity, and sustained organisational change.

Benefits

- Access to extensive UK-wide trainer network with broad technical expertise
- Flexible delivery models aligned to operational needs
- Bespoke learning programmes tailored to user roles and systems
- Improved user adoption and confidence
- Support for digital transformation initiatives
- Reduced operational risk through consistent training
- Scalable learning across large or dispersed teams
- Sector expertise including public sector and healthcare

Service Management

A dedicated Service Delivery Manager is assigned to each engagement, responsible for governance, coordination, and performance management. The Service Delivery Manager ensures delivery aligns with agreed objectives, timelines, and quality standards.

Staff

All trainers are subject matter experts with a minimum of two years' delivery experience. Staff are vetted to BS7858:2019 as a minimum and, where required, hold appropriate government or police security clearances (e.g. SC, NPPV).

Availability

Training services can be delivered up to 24 hours a day, 7 days a week, subject to customer requirements and prior agreement.

Quality

Escalla operates a quality management system accredited to ISO 9001:2015, maintained continuously for over ten years. Continuous improvement is embedded through feedback, evaluation, and performance monitoring.

Data Security

Although Escalla does not routinely process client data, all systems are securely managed and backed up daily. Services are delivered using Microsoft 365, with compliance to Cyber Essentials Plus. Remote working capability ensures operational resilience and business continuity.

Onboarding / Offboarding

Escalla works closely with customers to ensure a seamless onboarding process and effective integration of training services. Offboarding and exit activities are managed by the Service Delivery Manager to ensure continuity and knowledge transfer.

Service Levels and Performance

Key Performance Indicators (KPIs) are agreed in advance with each customer. Measures may include delivery performance, quality metrics, learner satisfaction, and cancellation rates.

Support Hours

Escalla aims to respond to support queries on the same working day and will always respond within two working days.

After Sales Support

Ongoing support is provided directly by the assigned Service Delivery Manager, who acts as the primary point of contact during standard working hours.

Technical Requirements

N/A

Outage and Maintenance Management

N/A

Hosting Options and Locations

N/A