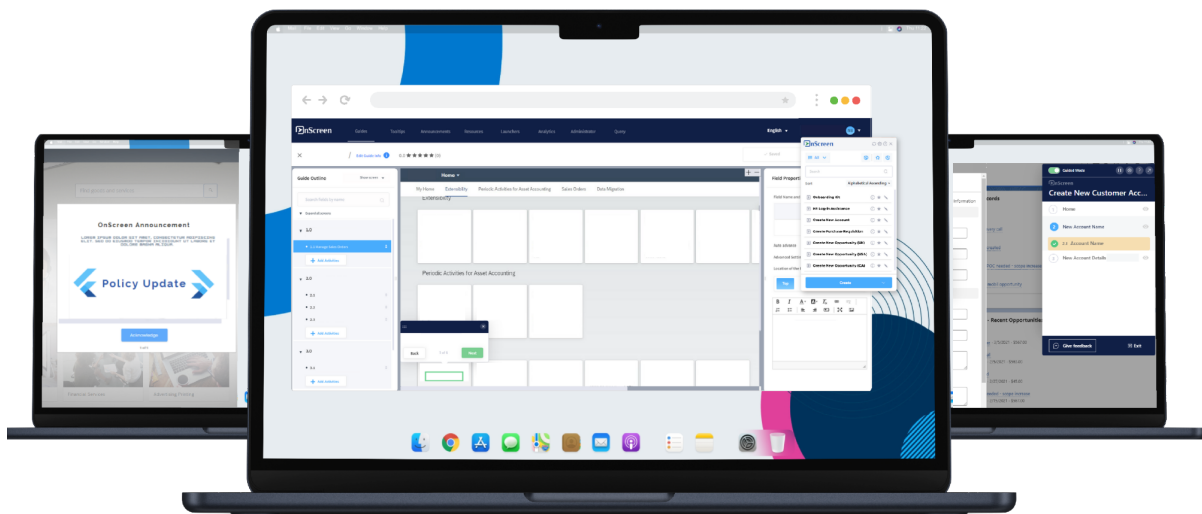




G-Cloud 15

Service Definition Document:

OnScreen Guidance

2026

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Introducing OnScreen Guidance

OnScreen Guidance from Learning Pool is a cloud-based, in-app support and digital adoption solution that helps public sector organisations get more value from the business systems they've already invested in.



Instead of relying on classroom training, long PDFs or service desk calls, OnScreen Guidance delivers step-by-step help directly inside the application a user is working in, at the exact moment they need it. This makes it easier for employees, contractors, and occasional users to complete critical tasks correctly the first time, reducing errors and support requests.

Designed for teams rolling out or maintaining systems such as SAP, Oracle, Salesforce, ServiceNow, Workday or internal/custom web applications, OnScreen Guidance gives subject matter experts the tools to rapidly create and publish in-app guidance without developer effort or lengthy projects. Guidance can be targeted by role or process, so

users only see what is relevant to them. This reduces training overhead, shortens time to competency and supports ongoing change initiatives.

For public sector buyers, the service provides a practical way to protect ROI on digital programmes: staff can adopt new processes faster, frontline users can be supported without pulling them off the job, and process changes can be communicated in-app to improve compliance. Because the service is delivered by Learning Pool, it is backed by established implementation, support and security practices already in use across UK government customers. This ensures the service can be procured, deployed and governed in line with existing G-Cloud expectations.

Key outcomes enabled:

- Faster adoption of new or updated systems, reducing disruption during rollouts
- Lower demand on L&D and service desk teams, as users get answers in-app
- Consistent, up-to-date guidance that supports compliance and audit requirements
- Better user experience for occasional and distributed workforces
- A scalable way to support multiple applications from a single service



5x Savings. Accelerate onboarding time. Reduce training costs. Save on development hours. Reduce support and escalation calls.



3x Productivity. Increase process and data accuracy. **Minimise** application downtime related to user-entry errors. Support users in achieving **full technical competency** within the application



4x Efficiency. Standardise process execution. Streamline training development. On-demand guidance for any task.

Delivering Measurable Value to our Customers



Public sector organisations need to ensure that the systems they invest in are actually used, that processes are followed consistently, and that changes can be communicated quickly without retraining entire teams. OnScreen Guidance places guidance, updates and supporting materials directly inside the application so users complete tasks correctly the first time, even when policies or screens change. This reduces the cost of support, helps evidence value for money and supports audit requirements.

Process and Policy Adherence

Many services depend on staff following the latest version of a process, but users often rely on memory or outdated documents. By providing task-level support through Guides and Tooltips, and using Announcements to highlight changes at the point of need, OnScreen Guidance keeps everyone aligned to the current way of working.

Service Outcomes

Fewer errors and rework, reduced non-compliance risk, and clearer evidence of how processes should be completed.



During a MAXIMS (EHR) upgrade, Ramsay Health Care cut non-productive time by 20% and reduced support tickets by 20% with OnScreen Guidance.

Faster Onboarding and Change Adoption

New starters, occasional users and agency staff can struggle with complex systems, generating “how do I...?” queries. OnScreen Guidance enables them to self-serve inside the application using Guides, with Launchers providing simple entry points to key tasks, and Announcements explaining what has changed after a release.

Service Outcomes

Users become productive more quickly, rollouts land with less disruption, and pressure on L&D and service desks is reduced.



Sappi shortened training time by ~30% and kept guidance up to date during a major SAP/IT overhaul using OnScreen Guidance.

Keeping Guidance Current

Where organisations support several business systems, keeping instructions in sync with UI or policy changes can consume time and budget. OnScreen Guidance allows subject matter experts to update guidance quickly using AI Help Text, and to create formal records of the updated process using Auto Documentation. Announcements can then alert users to the change.

Service Outcomes

Guidance stays accurate without large-scale retraining, helping to maximise the value of every £ spent on core systems.

Supporting Diverse and Distributed Workforces

Public sector teams often include staff in different locations or those who need content in other languages. With AI Translations, the same in-app guidance can be made available in multiple languages, while Resources surface official documents alongside the task.

Service Outcomes

All users receive consistent, accessible guidance, improving service quality and user confidence.

Key features

OnScreen Guidance delivers in-app support components you can mix and match to fit each workflow. Each feature is designed to reduce training overhead, speed up adoption, and give users clear help at the moment of need.

Guides: Step-by-step, in-app walkthroughs that show users exactly how to complete a task inside the system, reducing errors and support tickets.

Tooltips: Contextual help on specific fields or pages so users can understand what to do without leaving the application.

Announcements: Targeted in-app messages to share updates, policy changes or rollout information at the point of need.

Launchers: On-screen entry points that let users quickly open guides, tasks or resources from within the application.

AI Translations: Instant translation of guidance into multiple languages to support diverse or distributed public sector teams.

Resources: Surface-related documents, policies, or learning content in-app so users have a single place to find help.

AI Help Text: Use AI to draft guidance faster, making it easier to keep content current when processes or forms change.

Auto Documentation: Automatically generate process documentation from captured steps to support training, onboarding and audit needs.

Why Learning Pool?

Why Choose Learning Pool for the Public Sector?

Learning Pool is a provider of digital learning technology and services, delivering comprehensive, data-driven digital learning solutions trusted by public sector organisations worldwide.

For almost two decades, we've helped organisations transform employee performance through continuous innovation, strategic partnerships, and a deep commitment to customer success. Our offering provides a complete, scalable solution designed to meet the complex needs of the public sector - from essential **compliance** and **onboarding** to strategic **upskilling** and **agile workforce development**.

Proven Excellence and Strategic Leadership

Our dedication to innovation is consistently recognised, with recent accolades including the **2024 Brandon Hall HCM Award: Best Compliance Training Gold** and the **2025 eLearning Industry Top Content Providers with AI Tools Top 10**.

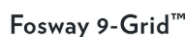


Strategic Leader
Status (5
Consecutive Years)

We have been recognised as a

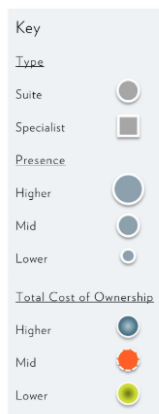
Strategic Leader on the prestigious **2025 Fosway 9-Grid™ for Digital Learning** for the fifth consecutive year (2020-2025). This independent assessment confirms our

capability to meet the needs of large, complex, enterprise-scale customers like those in the public sector.

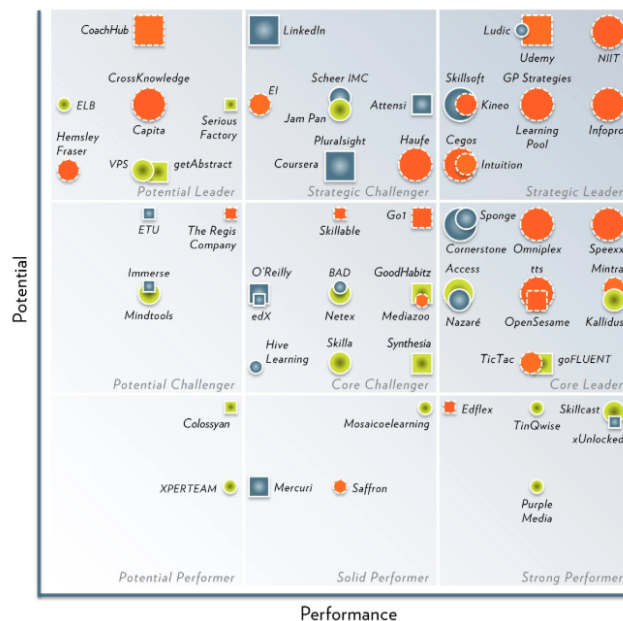


Digital Learning

2025



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Trusted by over 200 Public Sector Organisations



Focus on Customer Success

We are a trusted partner, supporting **26+ million learners worldwide** across 37 countries.

Our commitment to our clients is proven by performance metrics that have remained consistent throughout our growth. We currently have a Net Promoter Score of 36, demonstrating strong performance and high customer loyalty.



Committed to Ethical Partnership and Shared Values

Learning Pool is a **values-based company** committed to doing business the right way, aligning with the principles and integrity expected by the public sector.

Ethical Foundation: Our values, 'Build To Grow', 'Do The Right Thing', and 'Raise the Bar', form the foundation of our **Code of Conduct**. We expect all employees to act ethically and do right by our customers.



Social and Environmental Responsibility: Our **ESG programme** proudly aligns with the **B Corp™ movement**, prioritising social and environmental responsibility alongside profit. We transparently report our progress on key ESG topics and offer employees two paid volunteer days annually, demonstrating our commitment to making a positive impact.

Support and Training

Service Level Agreement (SLA) and Support Model

Strategic Partnership Model: Focused on providing administrators with the technical knowledge and tools necessary to get the most out of your OnScreen subscription.



"Their customer service is world-class"

Stella - Trustpilot review

Account Management: Each client is assigned a dedicated Customer Account Representative as a primary point of contact for strategic oversight.

24/7 Technical Support: Access to a customer support team is available 24/7/363 via email, telephone, and a dedicated online portal.

Support Portal Transparency: The administrative portal allows for case creation, real-time tracking, and access to a full historical log of organisation-wide support requests.

Specialist Support Team: Requests are handled by a tiered team including Customer Support Executives, Application Support Engineers, and Product Coaches.

Our Service Level Commitments

Service Availability: Minimum uptime guarantee of 99.5% per calendar month (excluding scheduled maintenance).

Incident Response & Resolution Targets:

- **Severity 1 (Critical):** 30-minute response / 4-hour resolution.
- **Severity 2 (Major):** 1-hour response / 1-working-day resolution.
- **Severity 3 (Medium):** 6-hour response / 5-working-day resolution

Monitoring and Reporting

Every customer request submitted by phone, email, or through our portal is captured, assigned a severity level, and tagged with product and feature data. This rigorous tracking ensures we can report on response and resolution times, thereby continuously improving our efficiency. You can track all support cases and view their real-time status through our dedicated online customer portal.

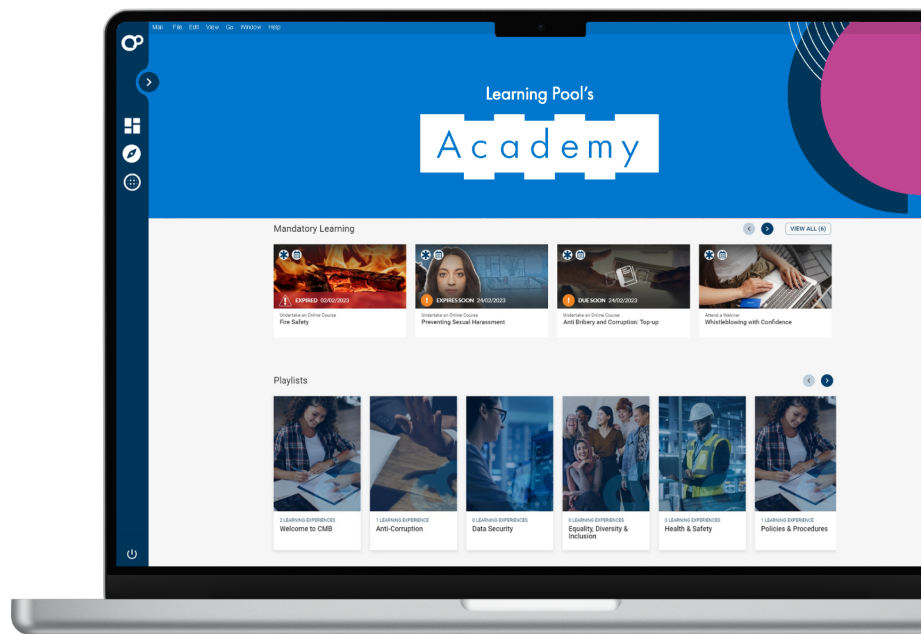
Your Customer Account Representative will hold regular **Quarterly Business Review (QBR) meetings**. These are vital for success, as they include reviewing performance metrics, product utilisation, and alignment with your business goals.

Training

- **Learning Pool Academy:**

A central online training portal accessible to all client representatives, providing quick guides, e-learning modules, instructional videos, and assessments.

- **Interactive Training:** Access to real-time learning interventions, including live webinars and facilitated forum discussions via the platform.
- **Accessibility:** All training materials are hosted on a device-agnostic platform designed to meet accessibility standards.
- **Product Updates & Release Notes:** Scheduled quarterly meetings with a Customer Account Representative to review new system functionality, supplemented by regular release notes provided ahead of system upgrades.



- **Targeted Coaching:** Dedicated training sessions with Product Coaches are available upon request for new product updates or specific functional requirements.
- **Continuous Administrative Support:** Ongoing assistance post-launch through a Customer Account Representative to ensure administrators maintain the technical proficiency required to manage the system effectively.

Emergency Resolution Process

A structured policy is in place to ensure significant issues are reviewed and resolved by senior management. Escalations can be triggered directly by the customer or internally by any Learning Pool team member identifying a need for senior-level intervention.

Stage I (Investigation): Immediate investigation to establish facts, quantify priority level, and assess organisational impact.

Stage II (Resolution Plan): Documentation of findings and a recommended course of action, with an initial written response provided within 48 business hours. Customers may request a review by the next level of the management hierarchy if the initial Stage II response is not satisfactory.

Critical Escalation: Severity 1 (Critical) issues are escalated to senior management immediately upon identification.

Our management team holds weekly calls to review all escalations, monitor progress, and ensure a speedy resolution, while the Head of Customer Advocacy tracks recurring themes to improve our services continuously.

We are committed to maintaining regular communication with you throughout this entire process, ensuring you are always kept informed.

Implementation

Our standard implementation process is structured into three distinct phases—Plan, Build, and Adopt—with a typical project duration spanning 8 to 12 weeks for initial rollout, which is scalable to projects of varied scope.

A full, detailed project plan, including specific milestones and dependencies, will be created prior to implementation, taking into account client resource availability. **Kick-off typically occurs 2 weeks after the agreement signature.**



Phase 1: Plan (Initial 2–4 Weeks)

This phase focuses on project mobilisation and setting the foundation for success. We roll up a dedicated project team and agree on ways of working in partnership. While we provision the necessary technology for your project, we will simultaneously establish the right governance, reporting, and communication frameworks to ensure seamless collaboration.



Phase 2: Build (4–8 Weeks)

During the Build phase, we transition to content development and training.

- **Training & Content:** We begin training your team on the tool, a process that can occur over **3–6 weeks**, with the resulting outputs being usable shortly after. Concurrently, your team begins building out content.
- **Technical Finalisation:** All technical requirements, such as Single Sign-On (SSO) and application-specific integrations, are finalised.
- **Pilot Rollout:** Rollout typically begins in phases with a smaller pilot group to review the implementation and allow for necessary modifications.

- **Communication:** A clear communication plan is created to prepare all end-users for the subsequent wider adoption.



Phase 3: Adopt (8–12 Weeks)

The final phase involves scaling the solution across your entire user base. We conduct a review of the initial pilot roll-out and then scale the product to the total end-user base. We continue to provide support for content creation and user training as needed to ensure deep and sustained adoption.

Constraints and Dependencies

Supported Regions

In terms of geographical restrictions, there are no specific countries where we are unable to go live. Because OnScreen Guidance is cloud-hosted, anyone with a stable internet connection should be able to access.

OnScreen has data centers in Europe, Canada, and US. We support users in all regions including Asia, Africa, and South America. We also support both the Google Play Store and the Microsoft Store for certain regions that may block downloads from one store.

It is important to note that while we do not restrict access, some specific regions or locations may have their own bespoke requirements, restrictions, or limitations on system access or certain websites.

Language Limitations

OnScreen Guidance supports English, Portuguese, Spanish, French, Turkish, Simplified Chinese, Russian, German, Czech, Thai, Japanese and Korean.

Customisation Limits

OnScreen supports customer branding - customer admins can update logos, colour scheme, and message texts. Individual objects like tooltips and launchers are also customisable by colour, size, icon, etc.

Browser / Device Limitations

OnScreen supports any Chromium-based browser, but recommends Chrome and Edge. All Chrome or Edge versions released after 2020 are supported.

Dependency on Customer-Side Systems

Network Connectivity: As a cloud-based solution hosted in Azure Cloud, a stable internet connection is required for users to access the platform and for the system to sync data with your internal servers.

Accessibility

Learning Pool considers accessibility throughout all phases of our product development cycle, from research and design through development and QA. We believe that designing to benefit people with disabilities creates products that better serve all users.

We work hard to meet level AA of the WCAG 2.2 standards through a combination of research, implementation techniques, tools, and testing. Our goal is to continuously improve and enhance the experience for all users. We build accessibility standards into all the components of our design system to deliver an inclusive experience across products.

While we are continuously working to improve the usability of our products, Learning Pool OnScreen Guidance is currently partially conformant with WCAG 2.2 level AA standards.

Disaster Recovery and Backup

We maintain a Business Continuity and Disaster Recovery plan as part of our ISO 27001 ISMS. This is tested annually to ensure we're able to combat any new threats or potential disasters. The plan covers a range of disaster scenarios, including fire, flood, terrorism, pandemic, theft and loss of utilities.

The RTO is 8 hours, and RPO is 24 hours.

Maintenance

Monthly maintenance occurs on Saturdays, 3am - 7am EST.

Hosting and security

We're committed to protecting your data, meeting the requirements of information security good practice and seeking ways in which we can improve our security to mitigate new risks.

Learning Pool and all of our products and services are GDPR compliant. We are proud to be certified to the international standard for information security, **ISO 27001**, as well as **Cyber Essentials** and **SOC2 TYPE2**. Doing business with us means that you can be assured of standardised security levels and practices which have been independently verified by a third-party auditor.



Hosting

Data is hosted in Azure cloud as we utilise Azure Infrastructure services to provide this product. We currently have three data centres that customers can choose from based on their requirements: West Europe, East US, and Canada.