

ESN makes working in a multiple training provider world easy



Organisations rarely source all their training from a single supplier. Instead, either it's a free-for-all with hundreds of providers involved, or training managers spend vast amounts of time and effort selecting specific courses for staff from a range of preferred suppliers.

Increasingly, companies are looking for help in avoiding this burden and providers that are willing to provide a single point of purchase for their own and third-party courses have an advantage.

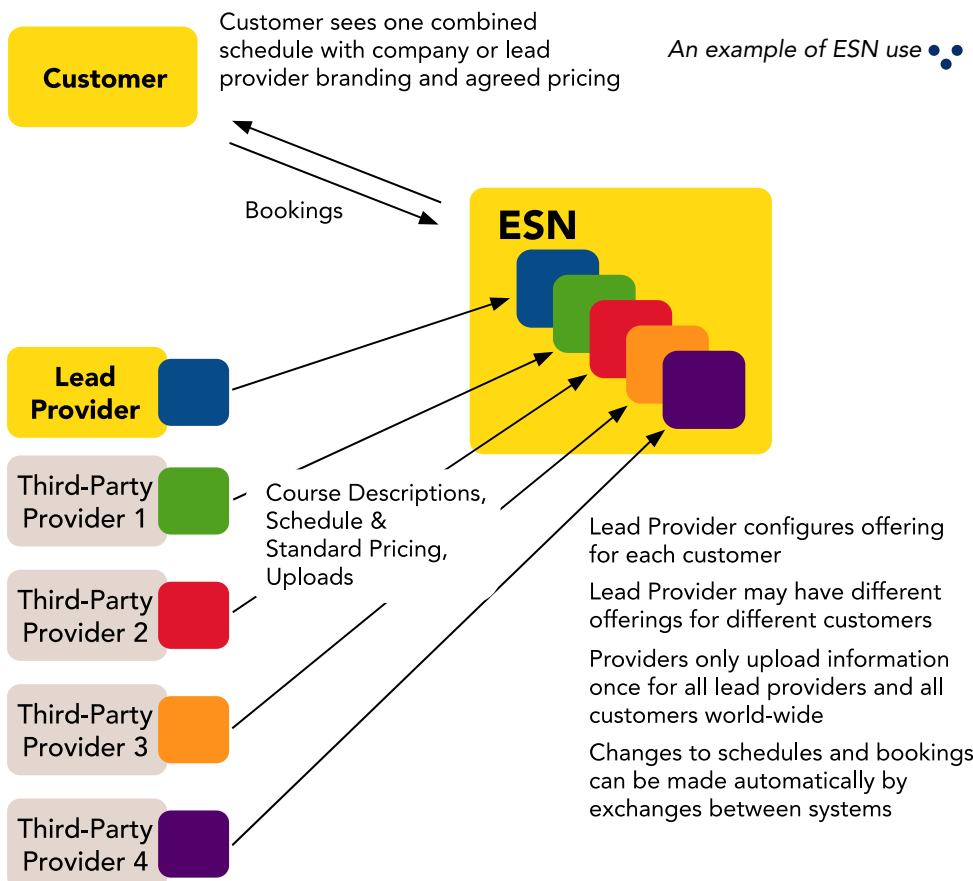
Some customers are even outsourcing all purchasing to a single Managed Training Service (MTS) provider. However, whether it's a little or a lot, the work required moves to the provider, with high overheads in managing third-party supplier arrangements and administering individual bookings.

ESN is a travel industry style network that allows product offerings from many suppliers to be brought together and offered by a single agent to the customer. It is a standard for communication that

allows training providers to automatically upload course schedules and then make them available through all their chosen partners.

Resellers and MTS providers then have access to all these schedules, but are in complete control of what and how they offer the courses to their customers - which suppliers, which courses, for which customers, under what terms.

Enterprise Study does not sell training and ESN is not some kind of training broker service. Rather ESN is a tool and an infrastructure that makes collaboration between training suppliers much easier. ESN allows the training industry to collaborate to provide an integrated product offering to the customer.



Central automated service

ESN runs on central servers with secure and fast access provided to your staff and customers over the Internet. The servers are provided by Rackspace, one of the few Internet Service Providers who will contract Service Level Agreements, who have a reputation for the highest reliability and availability. ESN can be used by itself or as an adjunct to Enterprise Study Platform (ESP). For providers who use ESP as their training administration system, integration is

built in. But it is also easy to create automated links for the exchange of information with other systems.

Full integration can be achieved between ESN and your particular internal systems using XML. This allows for seamless data flow in both directions: product information to the customer and purchase orders to you. Alternatively, course information can be uploaded to ESN using simple CSV files and customer bookings sent via email. In either case, once the links are set up, the whole process is largely automatic.

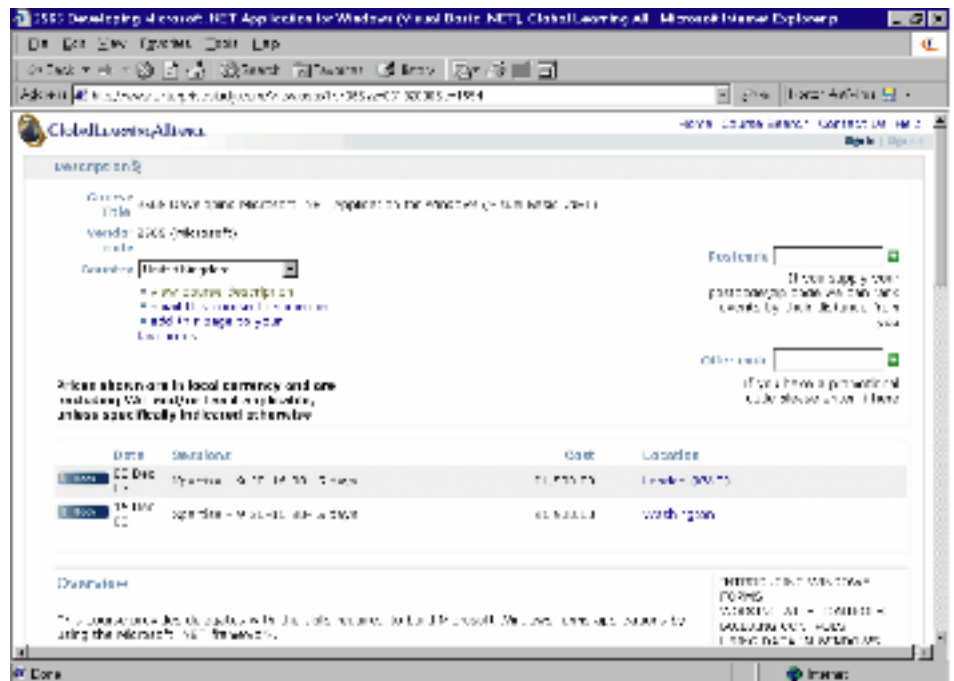
After the links have been established, course descriptions are first uploaded from the provider. The transfer of scheduling information is initiated by ESN only when it is required for a particular customer user, thus ensuring that the latest dates and place availability are presented.

Remember that once the link to ESN has been established, it is easy for you to arrange for any of your courses to be sold by any of your partners anywhere in the world.

Customer interface

ESN includes a web-enabled, e-business interface similar to that found in ESP which can optionally be provided directly to your customers to give uniform access to the full portfolio of your own and third-party courses. The screens can be customised to present your particular branding and there is complete control over which courses are offered on what terms.

The system also contains a full set of tools designed to automate administrative functions and reduce management effort.



Example screen from the customer interface ●●

Lower costs and increased revenues

ESN makes it easier to resell courses to the financial benefit of both parties involved. Whether you want to supplement your portfolio with just a few additional courses or offer a complete service based on third-party products, it lowers costs and reduces administration. ESN is invaluable to those trying to offer a Managed Training Service.

For those contracted to provide an MTS to large multinational clients, ESN is the only feasible option available to make the whole task manageable. ESN is revolutionising

the training industry and already over 50 training providers around the world are uploading their schedules, and the number is increasing every day.

The travel industry has enjoyed the benefits of a collaborative supplier network for many years, and now at last it's available in the training world. ESN makes compelling financial sense to both course deliverers and course sellers alike.



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