

## Implementation Services

Brainshark's Implementation Services helps you see the maximum value of your Brainshark investment as quickly as possible.

### Our Approach

Every implementation starts with discussions about your business challenges, key initiatives and milestones. Then we customize the implementation approach based on those discussions, maintaining a focus on getting Brainshark up and running quickly, driving adoption and achieving your business objectives.

### Readiness and Configuration

Once we understand your business objectives, we move into the Readiness and Configuration phases of the implementation. With a mix of web-based and hands-on training and our best practices consulting, we'll cover all the functional aspects of using Brainshark to create and deliver compelling content and administration of the platform for your specific use case.

### Why Brainshark?

"The Brainshark Professional Services team is doing a great job turning our mobile learning vision into an elegant solution."

**Mary L. Duncan**  
Learning Director  
Deloitte



We'll work with **YOUR:**



#### Content Authors

Showing authors how to use Brainshark to create new, engaging content, as well as leverage existing content.



#### Brainshark Administrators

Setting up users and permissions, and performing hands-on configuration of your Brainshark solution to meet your business needs.



#### Salesforce Administrator

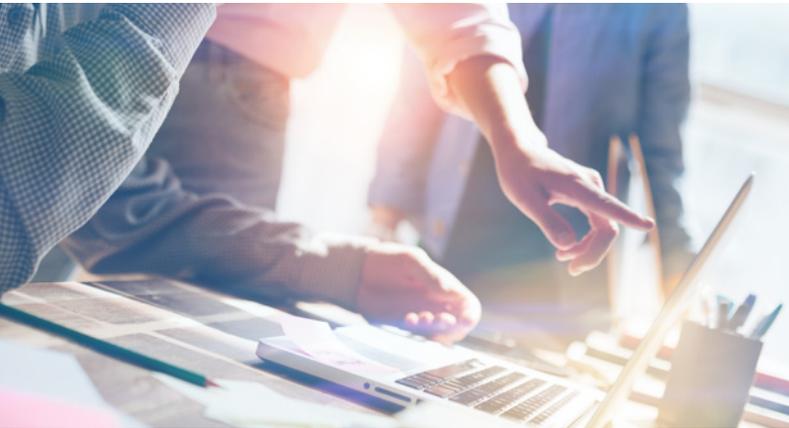
Reviewing integration and configuration steps if you are allowing direct access to Brainshark features for your sales reps via Salesforce.

## Content Strategy

In addition to learning how to create content with Brainshark, we'll help you understand how to approach content planning to:

- Evaluate what content you currently have
- Figure out what content you need
- Devise a clear plan for creating new or updating existing content

We also provide best practices on content distribution strategies and tracking techniques to identify your most viewed and most effective content.



## Validation and Go-Live

Prior to Go-Live, testing will occur to validate user accounts, groups, and permissions, as well as global site settings. Once you have completed the rollout of your first Brainshark initiative, whether it's a Training and Coaching program delivered to your Sales team, or a Marketing communication to your customer base, you'll have all the tools and knowledge to launch your Brainshark initiatives.

## Rollout and Adoption Planning

Throughout implementation we will provide you with tools for a smooth rollout and to drive adoption within your organization. These tools include templates for comprehensive communication, training plans, a detailed timeline, and milestones to ensure success for go-live and post-implementation.



## Success

Once you've rolled out Brainshark, our team doesn't go away. You'll have access to both live and online resources through our Customer Support Center. Our Customer Success Team will partner with you to ensure you're on track to achieve the long-term goals outlined at the start of the implementation.

# More Brainshark Services and Support

## Brainshark Studios: Content Services

Brainshark Studios is made up of a team of experienced project managers, graphic designers, producers, and multimedia specialists available to develop presentations, videos and other content to meet your needs.

To learn more about our content creation services, check out our [Brainshark Studios datasheet](#).



## Training and Certifications

The Brainshark Training Portal is the go-to site for tutorials and documents covering every aspect of the Brainshark platform. Search by topic or keyword for guidance on how to use a particular feature. Get certified in Brainshark for Coaching, Learning, Administration, and Content Authoring. Check out resources on how to design great slides. We also offer content development workshops throughout the year.

For more information, visit [www.brainshark.com/training](http://www.brainshark.com/training).

*"Brainshark Studios is incredibly professional and passionate. They dive deep into understanding what your needs are and always ensure they can meet expectations of quality."*

**Jaime McLiverty**  
Director of Marketing, Unyson

Questions? Contact your Brainshark Account Manager for more information.