

## Choose from a full array of services

IBM Mindspan Solutions offers the broadest and most comprehensive e-learning services in the world. These services let us provide a complete solution for your e-learning needs. Whether you need one specific service or a comprehensive suite, IBM Mindspan Solutions is the answer.

### Mindspan Planning

- **Delivery Selection Workshop.** This one-day, on-site workshop analyzes your curriculum and helps you select the appropriate delivery methodology from several distributed learning approaches. It's a cost-effective starting point for any organization interested in e-learning.
- **Performance Consulting.** We will help you understand performance issues within your workforce, and develop recommendations for improving performance and productivity. In addition, we can determine what skills and competencies exist in your workforce and identify skill gaps that may create barriers to achieving your business objectives.
- **Educational Strategy.** We work with you to create a complete, effective educational strategy. We assess your current approach, analyze your environment and skills objectives, and help you determine how to use e-learning to achieve your business goals.

### Mindspan Design

- **Instructional Design.** We help create a wide range of learning designs that address your specific objectives and that reach the learners you have targeted.
- **Performance Measurement and Certification.** We develop measurement programs that assess the current skill level of your employees and partners to help determine if your current learning programs are effective, and ensure that your future programs provide measurable results.
- **Infrastructure Evaluation.** We evaluate your infrastructure, identifying possibilities for leveraging new returns on your current technology investment by making it part of an e-learning solution.
- **Technical Design.** We help you design an e-learning environment that is consistent with your performance needs, business design goals, IT environment, and corporate culture.
- **Learning Management and Integration planning.** Bringing a new learning solution into your organization requires careful integration. We help you integrate e-learning into your organization quickly and seamlessly.

### Mindspan Content

- **Custom Content Development.** We offer custom content development services for creating courses and modules that meet your learning needs. We can develop content for a variety of delivery modes, and create powerful content in a short period of time.
- **Web Lecture Services.** We can host "Web lectures" and other online events that aid your learning efforts.

### Mindspan Technologies

- **LearningSpace Integration Services.** We offer a variety of services to help you make the most of your Lotus LearningSpace® implementation, including integration with your e-mail, human resources, or financial systems; network integration services (such as firewall, security or access approaches); as well as integration with skills management and testing/certification systems.
- **LearningSpace 4.0 Quickstart.** If you are deploying LearningSpace for the first time, we provide implementation services, course management data migration, and knowledge transfer that help you get your e-learning environment up and running quickly.

### Mindspan Delivery

- **Learner Support Services.** In addition to running the systems that support your e-learning environment, we also offer services to support your learners. We can help them resolve technical issues. We can manage a "Frequently Asked Questions" database. We can put them in touch with their instructors. All of these services and more help learners get the most out of e-learning.
- **Hosting Services.** We offer secure, scalable, reliable systems to provide a full environment for your e-learning implementation.

### Take the next step today

IBM Mindspan Solutions is ready to help you bring advanced e-learning solutions to your organization with our full line of services and e-learning technologies. Provide effective learning — anytime, anywhere. Eliminate travel and other costs. Meet a diverse set of needs. IBM Mindspan Solutions makes it happen.

### For more information

To find out more about IBM Mindspan Solutions, contact us today at 1-800-IBM-TEACH or on the Web at [www.ibm.com/mindspan](http://www.ibm.com/mindspan).

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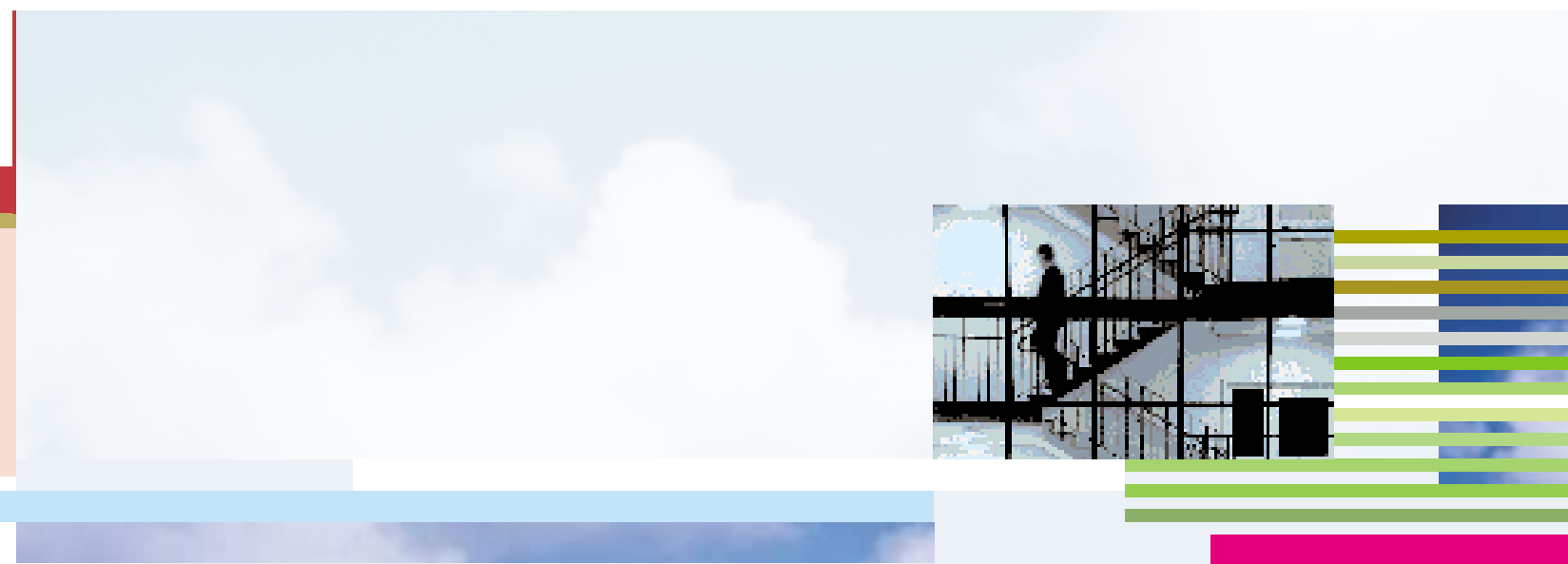
IBM Mindspan Solutions  
Services Overview

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Mindspan Planning	Mindspan Design	Mindspan Content	Mindspan Technologies	Mindspan Delivery
Delivery Selection Workshop Performance Consulting Educational Strategy	Instructional Design Performance Measurement & Certification Infrastructure Evaluation Technical Design Learning Management & Integration Planning	Custom Content Development Web Lecture Services Off-the-shelf 3 <sup>rd</sup> Party Content	Lotus LearningSpace 4.0 Core Module Collaboration Module Forum Integration Services Lotus LearningSpace 4.0 Quickstart Authoring Tool Suites Migration Workshop	Learner Support Services Hosting Services Outsourcing



- Mindspan Planning
- Mindspan Design
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- Mindspan Technologies
- Mindspan Delivery

## The world's most comprehensive portfolio of e-learning services

When you choose IBM Mindspan Solutions™, your business can leverage the power of e-learning to achieve measurable improvements. We can help you meet your objectives — whether you need to launch a new product more quickly, improve the effectiveness of your call center, or train key groups within your organization, IBM Mindspan Solutions can address these needs and many more. We approach learning as an integral part of your business. We combine our services, technology, expertise, and proven experience to create solutions that help your organization harness the many advantages of e-learning. The result? An effective e-learning solution that generates measurable results.

### Meeting today's complex learning challenges

In today's highly competitive business environment, e-learning can make a big difference in your ability to update knowledge and skills when and where you need them. IBM Mindspan Solutions has a proven record of creating successful, customized solutions that help organizations like yours leverage the full power of e-learning. The results? Measurable improvements that help you meet your specific business goals.

### Part of our complete e-learning solution

IBM Mindspan Solutions is an innovative family of services and technologies designed to help you make e-learning part of your organization. IBM Mindspan Solutions provides comprehensive, reliable e-learning solutions that generate measurable results. We offer planning and design services, content development, advanced technology, as well as management and support. IBM's experience in designing and delivering effective e-learning solutions is unequalled in the industry. For the world's most advanced e-learning services and technologies, choose IBM Mindspan Solutions.

## What makes IBM Mindspan Solutions different?

We envision a successful e-learning solution as a series of stages that any organization goes through when leveraging the power of e-learning to achieve its business goals. Our encompassing vision of e-learning covers every stage, providing a breadth and depth of solutions unequalled in the industry. We can offer a complete solution or tailor our capabilities to meet your specific requirements. But no matter what combination you choose, you get best-in-class capabilities, field-proven expertise, and a clear vision of how to succeed with e-learning.

IBM has been creating valuable e-learning services for years. This experience, combined with our comprehensive approach to e-learning, represents a clear advantage to your organization. Here's why IBM Mindspan Solutions can meet your needs like no other provider:

### We take a global approach

We have thousands of e-learning experts located in 55 countries, enabling us to provide the global coverage and local resources necessary for even the largest learning challenges. No matter how large or geographically distributed your company is, we have the worldwide resources necessary to provide a consistent solution.

### We tap advanced learning technology

We have in-depth knowledge of the advanced technologies that can make learning more cost-effective, flexible, and easy to deploy. When designing your solution, we leverage the best-in-class technologies — such as Lotus LearningSpace® 4.0 for delivering e-learning. As a result, you can provide your organization with an exciting, comprehensive learning experience that takes full advantage of the latest technology developments.

### Our solutions are tailored to meet your needs

Our wide-ranging expertise and capabilities lets us create an advanced e-learning solution designed to fit in well with the way your company does business. We understand how to leverage the full power of technology, and we also have a real-world understanding of how organizations work. This powerful combination gives us a unique perspective and lets us create the best possible e-learning solution for you. Satisfied customers offer powerful proof of our ability to meet a wide range of needs.