ComplianceWire® Administration Support Services

No budget for a full-time LMS administrator?

Administration Support Services by UL Solutions help customers to avoid or delay the need for a full-time resource to manage their companies' learning needs. Our administration solutions offer a tailored approach to support your company in maintaining effective and efficient oversight of your ComplianceWire® platform.

The solution

- Administration of the full gamut of ComplianceWire® capabilities.
- Assistance using/managing the upload tools.
- Creation of training items and curricula.
- User management, security roles and user groups.
- Building reports.
- Ad hoc administrator training.

The approach

Communication:
- Ongoing email communication on upcoming activities.
- Scheduled status calls.
- Up to two-day Service Level Agreements (SLA) on response times.
- Assigned project manager; reporting and management.

Knowledge transfer:
- Assigned resource works collaboratively with your team.
- Reviews documentation; shares recommendations and best practices.

Timeline:
- Flexible Statement of Work (SOW) durations ranging from two months to nine months.
- Packages of 10, 25, 50 and 100 hours of administrative support services.

UL Solutions

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