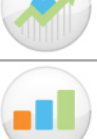







Expertise@Work Project Guide

Step 1 Choose your service.

		Learn Package	Perform Package	Recruit Package	Engage Package	Talent Package
Learning@Work 		✓			✓	✓
Performance@Work 			✓		✓	✓
Collaboration@Work 					✓	✓
Recruiting@Work 				✓		✓
Succession@Work 						✓
Planning@Work 		\$	\$	\$	\$	\$

Step 2 Choose your success package.

What are you trying to deploy in your first go-live? Instructor-led training, web-based training, collaboration, performance?

Success Packages

- Instructor-Led Training
- Web-Based Training
- E-commerce Basic and Advanced
- Compliance and Curriculum
- Performance Reviews
- Goals
- Talent and Success
- Virtual Meeting and Classroom
- Recruiting
- Collaboration
- Class Costs and Drop Policies
- Mobile Classes
- Blended Learning

Don't Fret

Saba Services will plan your project using our Success Studio. We let you choose the way you want to configure your project, selecting just the mission-critical components of Saba's solution for your initial launch, and letting you decide when it is right to turn on additional features in the solution.

Service Is in Our DNA

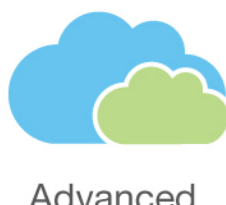
Let our services team be part of your team. We will walk you through configuration in an agile way making sure your Saba Services meet your needs.

Step 3 Choose your add-on services.

These range from additional content services to project management, support for more complex data integration, and migration requirements.



Advanced Security



Advanced Migration Services



Reporting



Strategic Consulting



Private Training



Project Management



User Acceptance Testing



Content Services



Advanced Integration Services

Step 4 Choose your care package.

Choose from Essential, Enhanced, or Elite, each tailored to meet your needs for ongoing support and success by delivering an increasing level of support. Regardless of the chosen package, we are here to support you.

Essential Support

Automatically Included

Online self-service

24x7 phone & online technical support – 4 authorized contacts

Aligned Expertise Manager for customers of at least 3,500 lic.

Enhanced Support

Optional Add-On

Online self-service

24x7 phone & online technical support – 8 authorized contacts

Aligned Expertise Manager for customers of at least 3,500 lic.

100 Expertise Units

Chat, phone, & web support for end-users (defined populations)

Elite Support

Optional Add-On

Online self-service

24x7 phone & online technical support – 20 authorized contacts

Aligned Expertise Manager for customers of at least 3,500 lic.

150 Expertise Units

Chat, phone, & web support for end-users (defined populations)

Administration management

Priority queuing for support

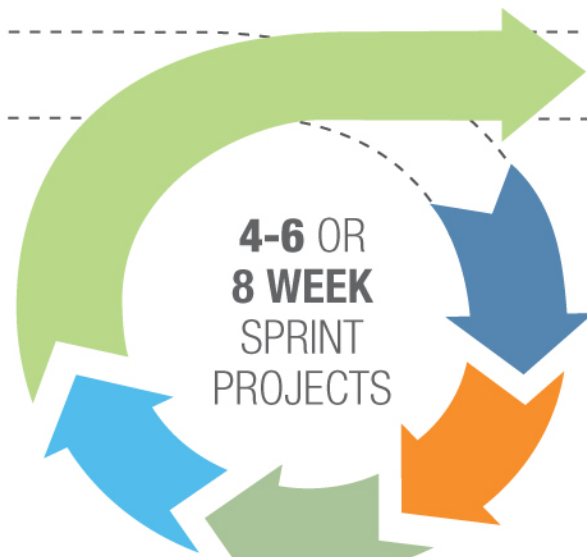
Prior to support kicking off, we will tailor an adoption acceleration program to ensure you get off to a strong start.

After configuring your project, move into Deploy.

Let's face it – software projects can be difficult experiences. In today's fast-changing worlds where the pressure to deliver *now* is ubiquitous, getting what you expected, when you expected it, at the budget you planned is the rare exception.

With Saba Cloud we offer Expertise@Work, a unique service methodology based on Agile practices, to ensure that you can realize the return on your investment on your most pressing needs in order of priority. We immediately turn on your Saba solution and then work with you to configure the functionality to support your immediate business needs.

Using the Agile model of "sprints" (short and focused cycles where your requirements are rapidly established, designed, and delivered), our focus is getting you up and running and successful with Saba as quickly as possible. We then continue to work with you to configure additional functionality in an iterative process, giving you access to the expertise you need, when you need it.

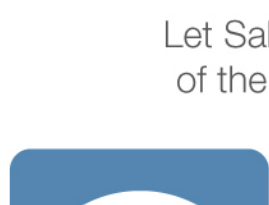


1  Discover	2  Configure	3  Enable	4  Validate	5  Realize ROI
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Reduce Risk and Increase Reward

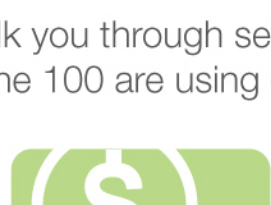
Best Practices in Projects and in Solution Configuration

Let Saba walk you through setup and launch of the solutions that 50% of the Fortune 100 are using every day to transform their businesses.



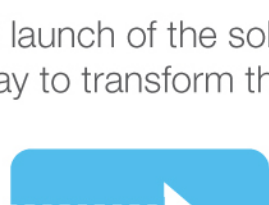
Low Risk

Sleep well knowing that we have baked-in best practices on how hundreds of companies are using Saba's solutions to propel their business.



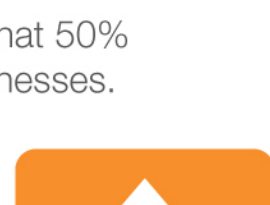
Cost Certain

Packaged projects allow for cost certainty and allow you to, turn on what you need, when you need it.



Transparency Project

Our projects and processes are transparent, identifying risks and addressing them head-on with you to resolve.



Enable Upgrades

Never upgrade again; just enable new functionality as it is deployed.

Saba is a global leader in next-generation cloud solutions for talent management. The company helps organizations transform the way they work by enabling the continuous learning, engagement, and development of everyone in their people network, including employees, partners, and customers.

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