Vector LMS Implementation Overview Guide

An All-Encompassing Training Platform

Easy to Implement; No IT Team Required

Implementing a new process or system can feel daunting, especially in a 24/7, 365 day-a-year industry where lives are on the line every day.

At Vector Solutions, we understand that your regular job doesn't get placed on hold so that you can carve out time to implement a new training management system. Vector LMS is simple to implement and does not require IT support or subcontractors. Vector Solutions will provide your agency with a dedicated Implementation contact to review the statement of work and timelines to create an implementation and training plan to ensure you get the most out of your investment and Vector's technology.

34,000+ IMPLEMENTATIONS

Vector Solutions has implemented over 34,000 systems over the course of more than two decades and applies its best practice methodology across all of its solutions.

Vector LMS, formerly known as TargetSolutions, has a designated team of experienced professionals who apply best practice methodology, as well as their deep understanding of the software, and industries, to ensure a successful implementation experience.

The core methodology used in Vector's implementation process is a "train the trainer" approach. Vector LMS is a native cloud-based, SaaS platform, which was designed with an intuitive user interface so that it is simple enough for the users to implement and manage without IT support. Vector will supply the assistance and training up front, at the pace of your team, to ensure that your LMS administrators are comfortable managing the platform. Vector is committed to your ongoing success with the LMS platform and conducts monthly Best Practice Webinars to ensure that you are getting the fullest value from the system.

IMPLEMENTATION PROCESS

At the beginning of any contract, Vector Solutions will work together with your agency and utilize our best practices implementation process:

1 **REQUIREMENTS**:
In collaboration with the public safety agency, Vector's implementation team will assess the specific needs of the agency and how Vector LMS can best meet those needs.

2 **COMPLETION OF CONFIGURATION**:
Vector LMS is simple to set up and does not require IT support. A dedicated Vector Implementation contact will work with the agency to complete the configuration of the system based on your requirements.

3 **FUNCTIONAL REVIEW**:
Vector Solutions will review the completed configuration with the agency to ensure agency needs are met and any site customizations and settings that are needed for deployment are set and ready for your users.

4 **TRAINING**:
Vector Solutions will provide web-based training through web meetings to the public safety agency administrators, based on the configuration of the LMS, along with self-paced training resources.

5 **PROJECT COMPLETION**:
Once configuration, testing, and training are complete, the agency's account will be transitioned to the Vector Solutions Support and Customer Success teams that will work with you as you continue to adopt and utilize your new platform.

ONGOING SUPPORT RESOURCES

Once implementation is complete, there are multiple avenues of support resources available, including:

- Customer Success ManagersCustom Content Pages
- Live chat through the platform itself with members of the support team
- Support Center available through the system containing a library of help articles and videos
- Custom Survey Questions
- 24/7 after-hours phone support
- Monthly Best Practice Webinars to ensure users are getting the fullest value of the system
- Repository of short "Best Practice" videos to easily learn more capabilities as needs evolve

OUR CUSTOMER EXPERIENCES

Within public safety, Vector Solutions serves over 7,000 Vector LMS customers, helping first responders stay safe, prepared, and ready for the unexpected.

Learn more about what our customers have to say about Vector LMS by reading our customer success stories.

If you are considering Vector LMS for your training management needs, please contact us today to learn how our team can support the implementation and training process at your public safety agency.

VectorSolutions™