

Standard Services

Services that every Axonify customer receives to guide you through implementation

IMPLEMENT

Platform Stand Up

We work with you to tailor the Axonify Microlearning Platform to your needs by identifying the level of integrations and technical setup required for your organization and use case. Configuration and set up can include SSO, APIs, SFTP feeds and other integrations to make Axonify fit your unique environment.

Platform Optimization

We consult with your team to assess your organization's unique environment, structure, and business goals, and then provide guidance and specific recommendations to optimize the Axonify Platform, including:

- Creating and managing the organizational structure of users, teams and groups
- Implementing and adopting Axonify Rewards
- Implementing various Axonify Program types
- Implementing Broadcast and Team Messages

Administrator Training

We provide virtual training sessions to help you learn the ins and outs of the Axonify Microlearning Platform. Your entire team of administrators enjoys ongoing access to customized recorded training, plus admission to our Training Portal to support your growing team:

Live Virtual Training

Administrator Training: A one-hour live virtual training session that teaches administrators how to navigate and manage the Axonify Microlearning Platform.

Content Tool Training: A one-hour live virtual training session that teaches administrators and instructional designers how to add your content into the Axonify Microlearning Platform.

Online Training

We have over 50 micro topics designed to help build and reinforce your team's knowledge on how to use every part of the Axonify Platform—from the basics of how to create impactful questions to advanced topics like how to create custom reports.

Manager and Leader Training

We provide resources that enable frontline managers to interpret and apply the insights surfaced by the Axonify Microlearning Platform, including how data can be used to inform business decisions and support team or individual coaching.

Go Live Marketing Support

Our Self-Serve Communications Plan provides a toolkit of launch resources, including email templates, videos, posters and more. We also deliver expert guidance to ensure your employees are excited and ready to start using Axonify on day one.

Content Starter Pack

We work with your team to design and create questions for your first six micro-topics, ensuring the questions align to your specific business goals. This stocks your Platform with the content needed to get your workforce up and learning faster.

Standard Customer Success and Support

The ongoing Customer Success and Support that every customer receives with their Axonify Microlearning Platform subscription

SUSTAIN & GROW

CUSTOMER SUCCESS

After you go live, an experienced Customer Success Manager acts as an extension of your business, continuously guiding your organization to generate maximum business impact. They keep our visions aligned. They put you in touch with the right people and support systems, including the right content. And they make sure that your people are taking full advantage of the Axonify platform for the good of your business.

PERFORMANCE

24/7 Online Support and Community Access

Technical support tips, how-to's, best practices and ongoing training direct from an online community of Axonify customers and employees help you get the most out of the Axonify Microlearning Platform.

Live Peer Collaboration

Axonify-hosted customer events, like our annual Community Conference and virtual roundtables, provide opportunities to collaborate with your Axonify peers in person and within your specific industry.

Live Customer Care

We want to make sure your Axonify Platform is always running smoothly. Whether you have technical questions or just want to learn more about how to use new features, our knowledgeable support staff are available to your Axonify administrators from 9AM to 5PM ET, Monday to Friday.

SUPPORT

Note: Additional Standard Services are included with Axonify Discover™ and Axonify Impact™ product offerings.

Advanced Services

Services that are always available à la carte

EXCEL

Marketing Asset and Communication Plan Development

We provide you with custom consulting to build an impactful communications plan and custom marketing assets that suit your audience, such as customized launch and communication strategy, print and digital assets, giveaways, ongoing quarterly support with campaign ideas, and on-site launch event support.

Learning Transformation and Strategic Alignment Planning

We work with your team to determine how the Axonify Platform fits into your business at an organizational level today, and help you build a vision for the future through a customized Strategic Alignment Plan. Then we support your plan by providing your team with tools to track results and monitor stakeholders.

Performance Gap Analysis

We work with business owners to identify desired on the job performance, diagnose how employees are currently performing the task through observation, and identify gaps between the two. We'll provide recommendations aimed at solving performance gaps based on behaviour observations and key areas of focus.

Business Goal Analysis

Our strategic consultants provide recommendations for the next business goal and Axonify use case to focus on. We work with you to determine current business priorities and align with stakeholder expectations by conducting interviews with line of business and learning professionals at your organization. We'll provide recommendations on what business goal to focus on to maximize impact on your business.

Agile Learning Strategy Development

We partner with your team to build a customized Agile Learning Strategy based on best practices. By conducting interviews with ten individuals and up to two focus groups made up of the business and learning professionals at your organization, this strategy will guide internal or external content designers on what content to develop, where it fits into your overall content ecosystem and how to effectively develop targeted training content.

BUSINESS PERFORMANCE



Strategic Services

Advanced Services

Services that are always available à la carte

EXCEL

Learning Technology Architecture Assessment and Planning

We consult with your business to identify your organization's current learning technology landscape, how Axonify fits into your technology mix and steps to achieve an integrated learning technology architecture. Our Strategic Consultants conduct interviews with learning, information technology and line of business professionals at your organization. We also conduct research on your specific environment, contrasting it to industry best-practices, in order to create a Learning Architecture Report, which includes current state, proposed future state diagrams and the timing required to support the transformation of your technology architecture.

Impact Measurement Enablement

Our Strategic Consultants work with your team to develop a measurement-focused training organization by helping you navigate your data ecosystem. This service is available to both customers who have and haven't purchased Axonify Impact.

Strategic Program Management

One of our Strategic Consultants will work alongside your team to execute any combination of Axonify Strategic Services  on an ongoing basis virtually or at your location, on a part-time or full-time basis to help ensure a successful program for your organization.

Administration Services

Our Administration Services can act as an extension to your team by managing the Axonify Platform on behalf of your organization. Choose from the following and more:

- Managing release and reviewing status of content
- Managing end-to-end administration of Programs in Axonify
- Managing Rewards and Games
- Managing Learning Events within Axonify, including creation, modification, subscription and retiring of events

Content Design and Development

From questions-only content to micro-topics with video/SCORM modules and questions, we offer an expansive set of content creation options based on the Axonify Instructional Design Methodology. And all are designed to ingrain knowledge deep enough to change behavior and drive business results for your organization.

BUSINESS PERFORMANCE

CONTENT

Advanced Services

Services that are always available à la carte

EXCEL

Content Needs Assessment Workshop

One of our Instructional Designers will facilitate a full-day workshop at your location with your subject matter experts to introduce Axonify's Instructional Design Methodology. We'll work with your team to define business goals, identify behavior requirements, and other items that our Instructional Design team uses to build tailored results-focused training content.

This workshop is intended for organizations that have engaged Axonify to create content on their behalf.

Content Prioritization and Design Enablement

Our consultants provide recommendations for prioritized content that aligns to business goals based on interviews with your team and subject matter experts and additional research on your organization. Following this, one of our strategic consultants will facilitate a full-day workshop at your location, where they will guide your team through Axonify's Instructional Design Methodology and work closely with your team and the relevant subject matter experts to define business goals, craft performance targets, and more. This will enable your team to build content in-house for the Axonify Platform.

This workshop is intended for organizations that have engaged Axonify to develop a Content Prioritization Plan that the client will execute using their own in-house resources/teams.

Content Audit and Alignment

We provide recommendations on how to create content that aligns to critical business goals as part of a holistic Content Update Plan. Our strategic consultants work closely with your team to conduct interviews and research meetings with your business stakeholders and learning team, and unpack existing content as part of this audit and alignment.

CONTENT

About Axonify

With the Axonify Microlearning Platform, you do more than train people. You drive business results with a personalized learning experience that fits into the workflow, only takes a few minutes, and ingrains the knowledge people need to achieve your business goals.