



SkillSoft Corporation



Carlena Mills
April 14, 2011



Meeting Objectives



- Confirm your understanding of the MEEC/SkillSoft partnership
- Present SkillSoft's products and services



Agenda



- **Introductions**
- **MEEC Partnership with Skillsoft**
- **SkillSoft – A Strategic Resource**
 - *SkillSoft Products and Services*
- **Demo**
- **Q&A**

MEEC Overview– What We Understand



MEEC and Skillsoft Partnership



- MEEC has established an agreement with SkillSoft Corporation as of October 1, 2008 and is effective through June 30, 2011 with the USM reserving the unilateral right to exercise two (2) one-year renewal options.
- In order to participate in the agreement MEEC members must be in good standing.
- Partnership allows access to our Full Courseware collection(Business, IT, Desktop) and our Books 24X7 website, and other Skillsoft products at a discounted rate.
- MEEC Member must license a minimum of 200-users to qualify for Per-User pricing



SkillSoft – a Strategic Resource



How do other organizations work with SkillSoft?



Provide **professional development resources** to faculty, staff, and student population

Enhance existing suite of training & development resources by **integrating existing ILT and e-Learning resources**

Utilize e-Learning resources as **prerequisites to ILT**

- Reduce reliance on consultants and trainers
- Reduce associated fees

Provide e-Learning resource **support for Industry Certifications**

Offer learning opportunities **anytime, anywhere - available 24/7**

Ability to meet MEEC members future learning needs with **value added resources.**

- Proactive vs. reactive learning strategy

What results are **you** looking to achieve?



Why SkillSoft?



SkillSoft solutions and expertise help our customers to deliver meaningful business results

Market Leadership – 3,000 customers, 11+ million end-users

Innovation – \$40-50m R&D invested annually

Experience – numerous and tenured client facing experts

Flexibility – adaptable offerings and business terms

Depth & Breadth - comprehensive e-learning portfolio

Thought Leadership – best of breed without aggregation

Quality – repeatedly recognized and awarded

Global Reach – present in 58 countries, support for 19 languages

Customer Service – extremely high loyalty, year after year

Results – proven track record for business impact and ROI



SkillSoft Product Overview



Content

Self-Study e-Learning

- Courseware
- SkillSim® Simulations
- Online Mentoring

Live Virtual Learning

Performance Support

- Books24x7®
- Leadership Development Channel®
- Leadership Advantage
- Business Exploration Series
- Job Aids & SkillBriefs

Technology

SkillPort LMS

Integration Capabilities

- OLSA

Authoring Tools

Dialogue Rapid Development & Virtual Classroom

KnowledgeCenters

Services

Comprehensive Implementation Support

- Learning consultants
- Application engineers
- 24x7 product support

Solution Services

- Supplemental resources
- Project management
- Site administration

Custom Development

Core Services: Largest in Industry



Learning Consultants

- Expert advisor before, during and after implementation
- Certified, tenured professionals
- Comprehensive best practices, tools and methodologies

Services include:

Program design

Curriculum advice

Marketing strategy

Administrative tools

Reporting strategy

Value measurement



Application Engineers

- Technical/deployment planning
- Integration advisor

Customer Support Desk

- Global 24/7 learner and administrator product assistance
- Email, phone, chat access options

Customer Satisfaction



98% of customers would recommend SkillSoft's products to a friend or colleague

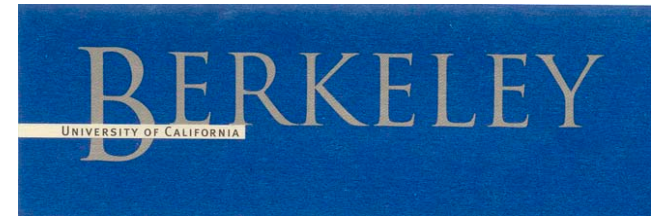
	2007	2008	2009	2010
Ease of doing business*	96%	94%	96%	96%
Product reference	96%	93%	97%	98%
Customer service*	95%	93%	96%	95%
Product quality*	97%	94%	96%	97%
Intent to repurchase	93%	93%	92%	97%

- Survey conducted by an independent research firm, TNS, the world's largest custom research company
- 643 SkillSoft customers participated in this year's survey
- SkillSoft exceeds industry averages in all areas

(*Met or exceeded expectations)



A Sampling of Higher Education Partners



Current Skillsoft customers and MEEC members



PRINCE GEORGES
COMMUNITY COLLEGE



SkillSoft's Products and Services



Self Study e-Learning



Business Skills

- 870+ English titles
- 2,100+ localized titles



IT Professional

- 1,500+ English titles
- 300+ localized titles



Desktop

- 260+ English titles
- 680+ localized titles



Legal Compliance

- 70+ English titles
- 6 localized titles

Comprehensive collections cover a wide range of enterprise needs

Courses are constantly being updated and added in response to customer input

Proven instructional design model and engaging presentation

Job Aids, SkillBriefs and SkillSims to reinforce learning and ensure knowledge transfer



ES&H

- 120+ English titles
- 80+ localized titles

Business Skills Courseware



Professional Effectiveness	Management & Leadership	Project Effectiveness	Sales & Customer	Finance, HR & Administration	Bus. Strategy & Operations
Interpersonal Communication	Management Essentials	Project Mgmt. Essentials	Customer Support Specialist	Finance for Non-Financial Mgrs.	Six Sigma
Business Writing	Managing Performance	IT Project Mgmt.	IT Infrastructure Library (ITIL) Foundations	Accounting	- Overview
Cross-cultural Communication	Delegation	Project Integration	Customer Service Essentials	Auditing	- Green Belt
Negotiating & Influencing	Coaching & Mentoring	Project Scope	Customer Relationship Mgmt.	Budgeting	- Black Belt
Time Management	Managing Change	Project Time & Cost Mgmt.	Consulting with Internal & External Clients	HRCI Human Resource Certifications (SPHR & PHR)	- Champion
Dealing with Conflict	Leadership Essentials	Project HR	Strategic Account Sales Skills	Interviewing	ASQ Certified Manager of Quality/Organizational Excellence
Career Development	Leading Workforce Generations	Project Quality	Selling at the Executive Level	Recruiting & Retention	Strategic Thinking
Balancing Personal & Professional Life	Succession Planning	Project Communication	Industry Overviews	Diversity	Marketing Essentials
Critical Thinking		Project Risk Mgmt.		Administrative Support Skills	Operations Management
Dealing with Change		Project Procurement			Supply Chain Management
		Team Leading			
		Team Participation			
		Virtual Teams			

IT Professional Courseware



Software Development

Java SE
Microsoft .NET Development Tools
- VB.NET
- C#
C & C++
Perl
Software Programming Fundamentals
Software Development Principles
Software Testing

OS & Server Technologies

CompTIA A+ 2009
CompTIA Server+
Windows Server 2008 MCTS
Windows Server 2003 MCSA & MCSE
Windows 7
Windows Vista
Windows XP
Windows 2000
SharePoint Server 2007
Linux & UNIX

Enterprise Resource Planning

Oracle E-Business Suite 11i
SAP R/3

Enterprise Database Systems

Oracle Database
- 11g
- 10g
- 9i
Microsoft SQL Server
- 2008
- 2005
Systems and Database Design

IT Professional Courseware



Web Design

Adobe Design Tools

Dreamweaver
Flash
Photoshop
Fireworks
GoLive
Illustrator

Scripting Languages

JavaScript
XML
DHTML
VBscript

Internet, Network & Security

CompTIA

- Network+ 2009
- Security+ 2008

Cisco

- CCNA
- CCNA Security, Voice & Wireless
- CCNP
- CCDA
- CCDP

ISC(2) CISSP

CEH certification

Data/Telecomm

Project Effectiveness

Project Management Essentials

PMI PMP & CAPM Certification

IT Project Mgmt.

PRINCE2 Foundations

Team Leading

Team Participation

IT Business

ITIL V3 Foundation

IIBA CBAP Certification for Business Analysts
- BABOK 2.0

Managing Technology Professionals

Tech Support Agent Skills

Internal Consulting

Desktop Courseware Collection



SkillSoft Desktop Courseware Collection

- Computing fundamentals for non-technical users
- Coverage of major operating systems and desktop applications from Microsoft, Adobe, Lotus and others
- Email, Groupware and Internet use

Microsoft Office

Office 2010
Office 2007
Office 2003
Office XP
Office 2000

Microsoft Windows

Windows 7
Windows Vista
Windows XP
Windows 2000

Microsoft Other

Project
Visio
Internet Explorer
FrontPage

Other

Information Security
for Users
Lotus Notes
- Release 8
- Release 7
Crystal Reports
Adobe Acrobat
Adobe Reader

Books24x7®: 25,000+ Titles and Growing



Books24x7 Core (SkillChoice)

ITPro™
8,800+ titles

BusinessPro™
6,150+ titles

OfficeEssentials™
470+ titles

Premium Executive Content

ExecSummaries™
440+ summaries of
best-selling business books

ExecBlueprints™
935+ articles authored
by C-level execs

ExecSuite™
ExecSummaries, ExecBlueprints
with 300+ executive focused titles

Specialized Collections

ITIL®
16 Official ITIL
curriculum guides

FinancePro™
1,100+ titles

EngineeringPro™
2,500+ titles

GovEssentials™
1,100+ titles

AnalystPerspectives™
2,800+ reports

Well-BeingEssentials™
1,100+ titles

Localized Collections

ElementsEssentielsFrancais™
180+ titles

Books24x7® en Español
170+ titles

German Complete
320+ titles

**Live titles as of March 2010



KnowledgeCenters



Technology, tools, and content assets combined to create customized learning portals for targeted groups of learners.

- Targeted content and Learning Roadmaps
- Featured Topics and links to external resources
- Business Impact, Challenge Series, Learning Sparks, Practice Labs and Simulations
- Access to Books24x7, Mentoring services and more
- Customize your KnowledgeCenter to match your business needs using KnowledgeCenter Editor

The screenshot shows the SkillsSoft Leadership KnowledgeCenter interface. At the top, there's a navigation bar with links like Home, Business Impact Series, Challenge Series, Practice Zone, Roadmaps, Support, About, and Log Out. The main header features a large image of three professionals and the text 'Welcome to SkillsSoft's Leadership KnowledgeCenter™'. Below this, the 'Featured Topic' section highlights 'Creating a Leadership Team' with a 'books24x7' badge. To the right, 'Suggested Reading' lists articles like 'Nine Steps to Creating a Leadership "Dream Team"'. The 'Learning Roadmaps' section offers targeted skills-improvement paths. 'SkillBriefs' provides quick guides on leadership aspects. 'Related Resources' lists external links like Harvard Business School and Forbes. The 'Business Impact Series' section includes a video on team motivation. A 'Find Books' search bar and a 'Selected Books' list are also visible on the left side.

Demo



Next Steps



- **Contact your MEEC Regional Account Executive regarding the best fit for your organization**

- **Carlena Mills**
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