



Frequently Asked Questions

What is an LMS? What is iLearning PLUS?
Who is Seertech? How much does iLearning PLUS cost?
We answer all these questions and more.

LMS, iLearning PLUS & Seertech

What is an LMS?

A Learning Management System (LMS) is a software application for the administration, documentation, tracking, reporting and delivery of training programs.

iLearning PLUS supports enterprise, extended enterprise and e-commerce learning deployments all from a single platform, while providing the scalability, flexibility and configurability needed to meet the requirements of any business without customization.

Why does my company need an LMS like iLearning PLUS?

Staying Compliant

Non-compliance can be costly and extremely damaging for businesses of all sizes. Non-compliance can cause legal and financial issues, and can quickly become a PR nightmare, especially in the era of social media.

A learning management system lets employers thoroughly train employees on issues related to compliance.

Employers can keep the content related to compliance stored within the learning management system so employees can access it during the times they need it most. It's also easy to update that content as needed, so everyone stays ahead of the curve when it comes to changes in compliance and regulations.

Individualized Learning Paths

Modern adult learning theory is based on the idea that everyone learns differently. Employees are going to have varying skill levels, different levels of comfort with technology, and they're going to want to learn at different speeds.

E-Learning and learning management systems let employees guide their own training and development path in the way that's going to work best for them, and help them best retain information.

Measuring Employee Performance

Employee performance is something that before the widespread implementation of learning management systems was difficult to really measure. With an LMS, businesses can not only see how their employees are developing, but they can track it using centralized data.

Centralized Knowledge Hub

Intellectual capital is one of the key assets of any business can be leveraged to drive innovation. A learning and management system offers a central, streamlined place for knowledge to be kept and maintained. It can grow and be shared easily through a LMS, and it can create new opportunities for a culture of innovation.

Allows for Blended Learning

Blended learning means the opportunity to combine different forms of learning through multiple mediums. With your LMS acting as a central repository, you can combine word, video, audio, simulation, micro-learning and even classroom-based and mobile learning to increase the effectiveness of your training and support all learning styles within your organization.

Why should we select iLearning PLUS & Seertech?

- Seertech have extensive experience implementing and supporting high visibility, high availability, mission critical LMS applications
- iLearning PLUS has world class unique e-commerce capabilities
- iLearning PLUS capabilities are second to none in the areas of power / flexibility
- Seertech provide the unmatched combination of Oracle's existing proven partnership with you along with dedicated knowledge, expertise and support to ensure that your learning enterprise becomes the envy of your industry
- Seertech's proven, best practice implementation timeframe and process will give you results faster than our competitors in a risk-managed manner
- Seertech's support and service capabilities are world-class

What is iLearning PLUS?

- iLearning PLUS is an enterprise Learning Management System (LMS) developed by Seertech that provides effective, manageable, integrated, and extensible web-based learning solutions to anyone, anytime, anywhere.

Why iLearning PLUS vs your current LMS?

iLearning PLUS is ideally suited to organizations that have unique or difficult to support requirements:

- Internal AND/OR extended enterprise learning needs
- Complex learning needs
- Need to support sale of training courses to external audiences
- A need for robust reporting and analytics
- Complex integration requirements
- Mobile learners
- Learning for profit (e-commerce)
- A need to continually change learning delivery and management processes based on changing market conditions

iLearning PLUS is a highly configurable, modular application that combines all core LMS elements with class leading, award winning expanded capabilities not usually found in many LMS directly aligned to specific needs of specific industry segments.

What are the key features of iLearning PLUS?

iLearning PLUS is known for its extensive configuration & integration capabilities.

iLearning PLUS is designed to scale to support the largest learning organizations. We have multiple clients with user populations well in excess of 100,000 trainees.

Who is Seertech?

- Seertech is an established, profitable high-growth business and one of the few companies in Australia that is hosting and developing a complex, global cloud technology solution.
- We specialize in providing a Talent, Learning and Compliance Management Solutions for customers in the USA, Middle East, Europe and Australasia.
- We are the leading provider of tailored LMS solutions meeting the needs of:
 - Large organizations
 - Multinational organizations
 - Organizations with complex learning needs

As an Oracle Gold Partner our technology is built on top of Oracle software using the latest User Interface tools and trends and is recognized as a market leader in many industry verticals.

What is the relationship between Oracle and Seertech / iLearning PLUS?

Seertech is Oracle Corporation's global partner of choice for the sale, implementation, hosting, support and development of Oracle iLearning.

iLearning PLUS Features and Functionality

Is it easy to Migrate to iLearning PLUS?

Seerotech's resources are well experienced in change management, having undertaken a number of similar system migration for large multinational corporate entities.

From a change management perspective, this was accomplished primarily through a dedicated Seerotech project team working closely with the client project team to:

- identify change impacts, potential blockers and develop mitigation strategies
- work with the client on ecosystem process optimization, to deliver positive change that added value at all levels of the organization
- work with the client project team to deliver demonstrations, develop documentation and provide training and knowledge share (before and during implementation)
- attend / lead regular meetings to drive change efforts. Work with client project lead to address political and social issues technology change brings

Does iLearning PLUS integrate with my other systems?

One of the key features of iLearning PLUS is its ability to act as a "connector" to other systems through its ability to integrate with third-party systems using its extensive suite of APIs.

Through integration, iLearning PLUS supports your existing investment in dedicated systems. Due to the extensive APIs and configurable architecture of iLearning PLUS, virtually any system can be integrated.

The LMS includes standard import interfaces to import HRIS related data, like User & Organization information.

The interface is highly configurable and based on a file interface between HRIS and the LMS using our secured SFTP server.

Do I have to download any software?

No, there is no software to download. iLearning PLUS is a cloud-based on-demand training platform. You can build, deliver and train from anywhere you have access to the internet.

What are Hosting and Content Delivery options ?

Seerotech provides the following hosting service options for organizations deploying Oracle iLearning:

1. Public Cloud - Shared Instance
2. Private Cloud - Dedicated Instance

Each of these solutions is supported by application management, integration, hosting, disaster recovery and support services. .

Seerotech's hosting service includes the ability host and stream video and audio content via our Akamai CDN solution. This solution enables HTTP caching via Akamai's global Content Delivery Network (CDN), enabling local 'point of presence' caching for large files or streaming via dedicated streaming server including support for Smooth Streaming, HLS, HDS, Flash, HTML5 and HTTP Progressive video / audio files.

The CDN capabilities enable faster and cheaper delivery of rich media content to distributed user networks, while supporting spikes in consumption without costly and time consuming infrastructure upgrades.

What are Seerotech / iLearning PLUS SLAs?

Seerotech will ensure that outside of scheduled downtime, the Learning Solution Service will be available a minimum of 99.8% every month as validated by Seerotech's external monitoring solution.

The Client will be notified 7 days before any scheduled downtime of the Learning Solution Service. Each Scheduled downtime instance will not exceed:

- One, 1 hour outage in any twelve week period, and
- One, 4 hour outage in any six month period

Does Seerotech provide technical support for iLearning PLUS?

Our specialized staff provide full training before, during and after installation.

A number of support service options are available as part of our overall support framework and tailored programs can also be developed to suit your needs.

How much does iLearning PLUS cost?

That will vary according to how many users you have and the level of sophistication of your system. Charges are calculated upon a per user per month basis and you should contact Seerotech directly to ascertain your individual fee levels and options.

Can I use my company's existing courses and training modules in iLearning PLUS?

Most courses and LMS platforms are fully compatible with iLearning PLUS, but you do need to check. If you already have e-learning courses that you want to transfer, don't hesitate to discuss your needs with your Seerotech representative.

Generally, if a LMS and an e-learning course are both SCORM compliant, it means course progress can be tracked. There are different versions of SCORM, but many of the latest systems such as iLearning PLUS are wholly compatible with older versions.

Can I put my company branding on iLearning PLUS?

Yes. In fact the whole user experience can be badged and tailored to your requirements.

Can I sell courses or training with iLearning PLUS?

Yes. iLearning PLUS incorporates an e-commerce module that makes it easy for you to target, sell, track and evaluate training to your internal and external audiences. Seerotech offers full support for the end-to-end e-commerce lifecycle from ordering through to payment reconciliation. iLearning PLUS integrates with most payment gateways and financial management systems and supports numerous currencies, multiple taxation rates and 30+ languages.

How do users access the system, and can it be accessed from different devices?

Logging on is simple. You just use a password or SSO, and you can log in from any device – desktop, laptop or mobile.

Is it secure?

Yes, it is as secure as it gets. All data are transmitted over a secure and encrypted channel.

Does iLearning PLUS have backup and recovery?

- The application and database servers are backed up nightly using dedicated network connections to a dedicated backup infrastructure. These backups are stored onsite
- Cloned versions of the backups are stored at a remote site for use in the event of a disaster
- The database is run in ARCHIVELOG mode and backed up using Oracle's Enterprise-class backup solution, Recovery Manager. The database can remain running during backups and point-in-time recovery is possible
- It is possible to restore the database to any point in the past (assuming all tapes are available)
- In the event of a total (e.g. loss of site) disaster, recovery would still be possible to the previous night's backup

If the option for data recovery has been chosen, a completely separate mirror environment, several kilometres from the primary hosting site is used to ensure business continuity in the event of a disaster. This will enable the core features of the application to be available until connectivity to the primary site is restored.

What user devices are supported?

The LMS runs on desktop, tablets and mobile devices.

In general, most modern operating systems and browsers will be able to access the application, such as:

- Certified operating systems:
- Windows 8, 8.1, 10
- Functional but non-certified operating systems include:
- Mac OS X (10.5) and later
- GNU/Linux Variations
- iOS

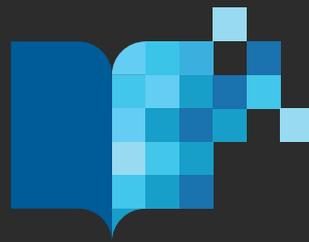
Is there multi-language support?

Yes, multi-language support is available for:

- User Interface
- Course Meta Data (option to search Course Catalogue in different language)
- Surveys/Questionnaires
- Email Notifications

I have a question not listed here.

Contact our support team by emailing info@seerotech.com



iLearning PLUS

Like to find out more about what iLearning PLUS and Seertech could do for you?

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