www.bluewaterlearning.com | +1-877-801-9277 | globalsales@bluewaterlearning.com

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Bluewater™

We partner with our clients to care for & develop their people for the future of their business & the transformation of the world.

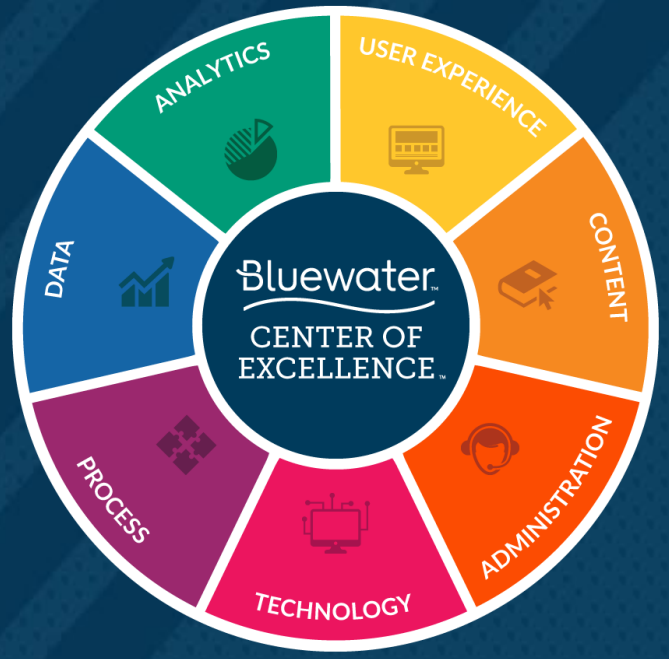
2003
Founded

+ Dallas
+ London
+ Munich

175+
Delivery Specialists

- Financial Services
- Healthcare
- Technology
- Retail
- Manufacturing
- Aviation

Maximizing the Value of Our Clients' Investments in Learning, Talent & HCM Technologies.



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The Bluewater Center of Excellence

7 Elements to Address = A Methodology for Success

- User Experience
- Content
- Administration
- Technology
- Process
- Data
- Analytics

=

Why Bluewater Assurance?

Are You Dreaming or Drowning? Bluewater Assurance is for You!

Serious Cornerstone system owners & admins know what they WANT to do, but frequently stumble because they lack:

- Available time
- Resources with expertise

Bluewater Assurance fills the gaps, so you can:

- Focus on initiatives that make a measurable difference at your company
- Advance your career by focusing on your strengths & delegating the tasks that hold you back

Bluewater ASSURANCE™

SUPPORT SERVICES

Bluewater ASSURANCE™

CONSULTING & SUPPORT SERVICES

How it Works

Bluewater Assurance Delivery Approach

Assigned a dedicated Bluewater Lead Consultant & supporting Functional Consultant.

Lead Consultant helps you to make the most of your engagement with Bluewater by managing & coordinating the use of your Assurance Services.

Meet with your Lead Consultant at least once a month to review the status of your services, assess your needs & plan for future support.

Lead Consultant will utilize the Bluewater Center of Excellence to ensure the successful delivery of your planned tasks.

Access the progress, status and updates of Assurance tasks in Bluewater's Service Cloud as needed.

If an unplanned need arises, you can connect with your Lead Consultant by opening a new case in Service Cloud.

The Bluewater team will respond immediately where possible & no later than 24 hours from the point of initial contact.

Lead Consultant will utilize the Bluewater Center of Excellence to ensure the successful delivery of your planned tasks.

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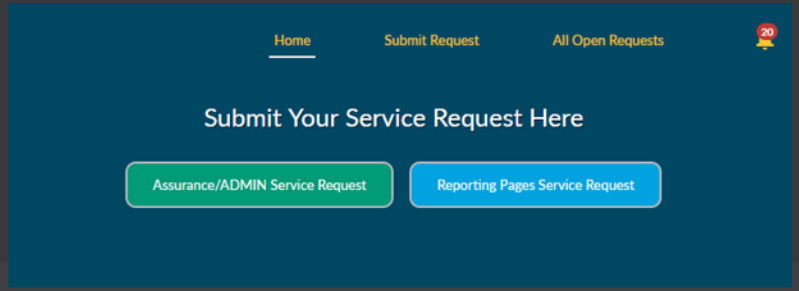
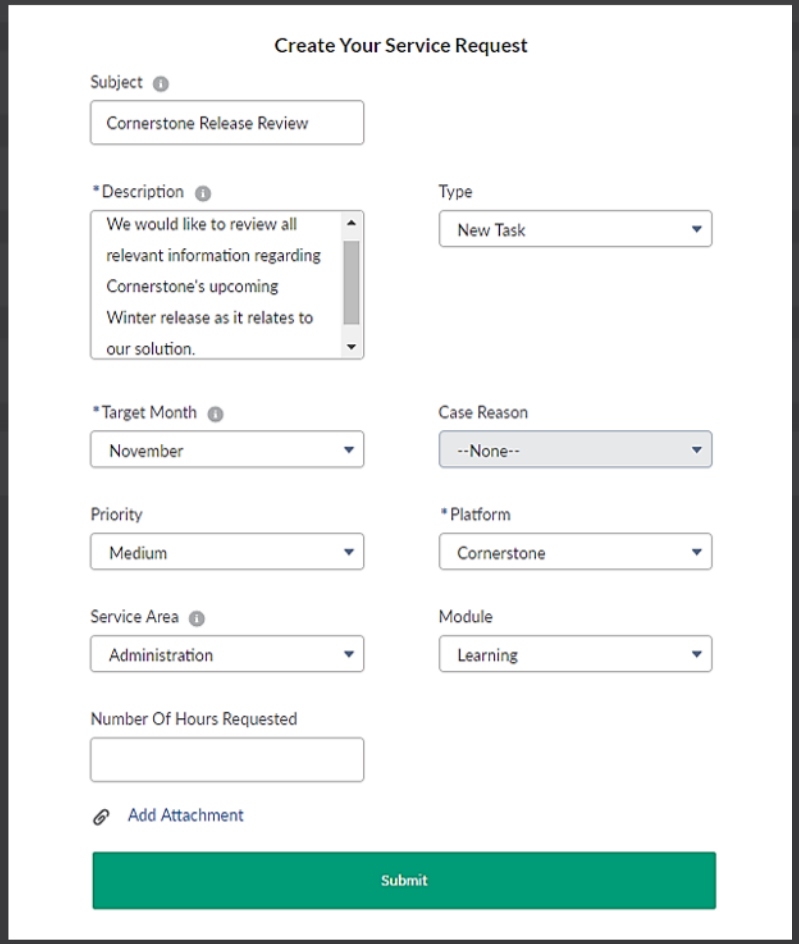
Integral Part of Bluewater Assurance Delivery

salesforce service cloud





All Service Request are entered as New Cases

Can Be Entered/Updated By:

- Client, Lead Consultant or Account Manager

System will Show ALL ACTIVITY Related to the Case, Including:

- Scope, status, resource, hours consumed, & more!

Training will be provided:

- https://bluewater.force.com/Assurance/s/ **Login will be provided*

Bluewater Assurance Support Services

All services are included in Bluewater Assurance Consulting & Support Services. **Only bolded services included in Bluewater Assurance Support Services.*

User Experience

- **Custom User Interface Development ***
- **User Interface Maintenance ***
- UX Audit
- UX Targeting/Google Analytics Consulting
- UX Consulting

Technology

- **Configuration Support ***
- **Release & Upgrade Management ***
- **Web Services Consulting**
- **Inbound & Outbound Data Feeds**
- **Content Integrations (OLSA, etc.)**
- **SSO**
- System Tune-Up

Administration

- **Global Administration ***
- **Load Files & Content ***
- **Update Configuration Settings ***
- **Consultative Administration ***
- **Content Administration ***
- **Administrator Training & Enablement ***
- Classroom Training Delivery *

Analytics

- **Custom Report Development ***
- **Report Maintenance ***
- **Analytics Whiteboarding Workshop**
- Reporting & Analytics Consulting*

Bluewater Assurance Consulting Services

All consulting services included within Bluewater Assurance Consulting & Support Services model.

Content

- Content Curation
- Content Cleanup
- Content Rationalization
- Content Recommendations
- Content Maintenance
- Content Repair
- Learning Program Development
- Learning Evaluation & Metrics
- Instructional Design Consulting
- Content Design & Development Consulting
- Career Path Development Consulting

Process

- Learning & Talent Management Workshop
- Business Consulting
- Business Process Mapping
- Performance Program Development
- Succession Program Development
- Governance Workshop
- Change Management Workshop
- Competency Development
- Competency Mapping
- Performance Review Development
- Goal Development Guidance

Data

- Data Requirements Review
- Data Maintenance
- Data Cleanup
- xAPI Consulting
- Data Conversion & Migration

Bluewater Assurance Terms

- Annual Terms with hourly options to fit your needs
- Monthly hours are consumed for each month in the contract & can be banked & borrowed within the guidelines
- Upgrades allowed at any point during annual contract
- Short-term temporary increases allowed at hourly rate
  - *1 month advance notice required*
- Discounts for multi-year agreements

Thank You!

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