

June, 2011

Operitel Briefing

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Industry Programs

June 21, 2011

This briefing updates existing information for the Operitel LearnFlex™ LMS profile in the Brandon Hall Group LMS Knowledgebase. For a complete overview of LearnFlex™, please read this briefing report along with the LearnFlex™ entry in our LMS Knowledgebase.

Company Background

Operitel Corporation ("Operitel") is a privately owned learning technology vendor based out of Peterborough, Ontario. Founded in 2001, Operitel is the creator of the LearnFlex™ Learning Management System. Operitel is also one of a handful of Tier One Microsoft Official E-learning resellers and offers the complete Microsoft Official E-Learning catalogue via its IT Skillbuilder portal (an e-commerce portal built with the LearnFlex™ LMS). Operitel partners with best of breed authoring tool and talent management vendors to deliver complete learning technology solutions to its clients which span multiple industry and government verticals and extend across the world in multiple languages.

Operitel's most recent product offering is the LearnFlex™ Connect social learning platform which was launched in November, 2010. A new version of LearnFlex™ Connect (version 1.2) was released in April, 2011.

While Operitel's financial information is held privately, it has enjoyed steady growth and has been ranked in Profit Magazine's "Hot 50" list of emerging growth companies. They currently employ 69 fulltime employees at their head office and have sales subsidiaries in Sao Paulo, Brazil and Sydney, Australia. Some of the industries served by Operitel include:

- Education
- Financial Services
- Government
- Healthcare
- Manufacturing
- Retail

June, 2011

- Technology
- Telecommunication (**Note: Operitel enjoys particularly high market share in the telecommunication sector in Canada, serving the top three telecom providers, among others**)

Company At-a-Glance

Headquarters	Peterborough, Ontario, Canada
Year Founded	2001
Employees	69
Key Industry Verticals	Education, Financial Services, Government, Healthcare, Manufacturing, Retail, Technology

LearnFlex™ LMS

The LearnFlex™ Learning Management System is Operitel's flagship product. Since its inception, LearnFlex™ was designed to be a configurable system, this was at a time when most companies were still focusing on "customization" as an approach for giving clients unique branding or business-rule driven functionality.

LearnFlex™, now at version 8.1, is an enterprise LMS built on the Microsoft .NET platform. It is available under two license models; as a hosted (SaaS) offering, or under a "capital purchase" behind-the-firewall solution. This provides options for learning departments that either want to avoid having their IT department involved in their LMS implementation or for those that have no choice and require internally hosted applications for security purposes (for example).

LearnFlex™ is also available in two functional versions, the "LMS" model and the "LSP" model. The LMS model is primarily used for internal training, where e-commerce at the course level is not required. The LSP model is typically used by companies that sell training and want to be able to collect payment at the course level. Note there is a full overview of LearnFlex™ in the Brandon Hall Research Center's LMS Knowledgebase. This product briefing will focus on key *new* features and enhancements.

Building on its core development goals, Operitel has continued to enhance LearnFlex™'s support for configurability while extending functionality and ease of use. The product already offered robust support for organizations that require different branding and business rules by job role, department, product line, or community. This configurability also extends to e-commerce and e-business whereby a single instance of LearnFlex™ can be used to offer a course to multiple audiences under different prices and currencies. By using multiple learning communities, LearnFlex™ can be used

June, 2011

to offer a single course for a different price, through a different payment gateway, using different bank accounts and currencies, in different languages, all under a single instance of the product. This is of particular benefit for multi-national companies that train both internal and external audiences with complex cost-recovery models. LearnFlex™ supports many different currencies including: US, Canadian, Singapore, Hong Kong and Australian dollars, the Euro, New Zealand Pound, and Brazilian Real.

Currently supported payment gateways/methods include:

- PayPal
- Moneris Solutions
- SKIPJACK Financial Services
- eway
- beanstream

LearnFlex™ has also been updated to provide further integration with third-party platforms including:

Identity Management Support

- IBM Tivoli
- Oracle Identity Management
- Computer Associates Site Minder
- Microsoft Active Directory

HRIS Integration / Web Services

- PeopleSoft
- ADP
- AON Hewitt
- SAP

Courseware Provider Integration/Support

- SkillSoft - OLSA support (one of 12 vendors)
- Adobe
- ElementK
- Microsoft Official E-Learning
- Rosetta Stone
- NETg
- GMS Live Tutor

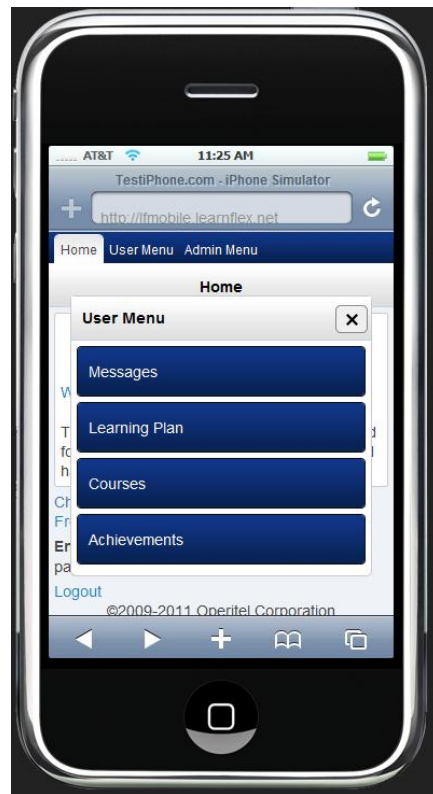
June, 2011

Communication / Collaboration

- Microsoft SharePoint
- interwise
- AT&T
- SkillPort

Support for Mobile Learning

A key area that Operitel has enhanced within LearnFlex™ 8.1 is support for mobile learning via smartphones. When LearnFlex™ is accessed via a smartphone it will auto-detect the type of device that the user is using. This will allow LearnFlex™ to then present the most robust interface possible for that device. For example, a blackberry/trackball-based device will receive a different interface than an iPhone (which is navigated via touch-screen). This is primarily to provide ease of use / navigational efficiencies.

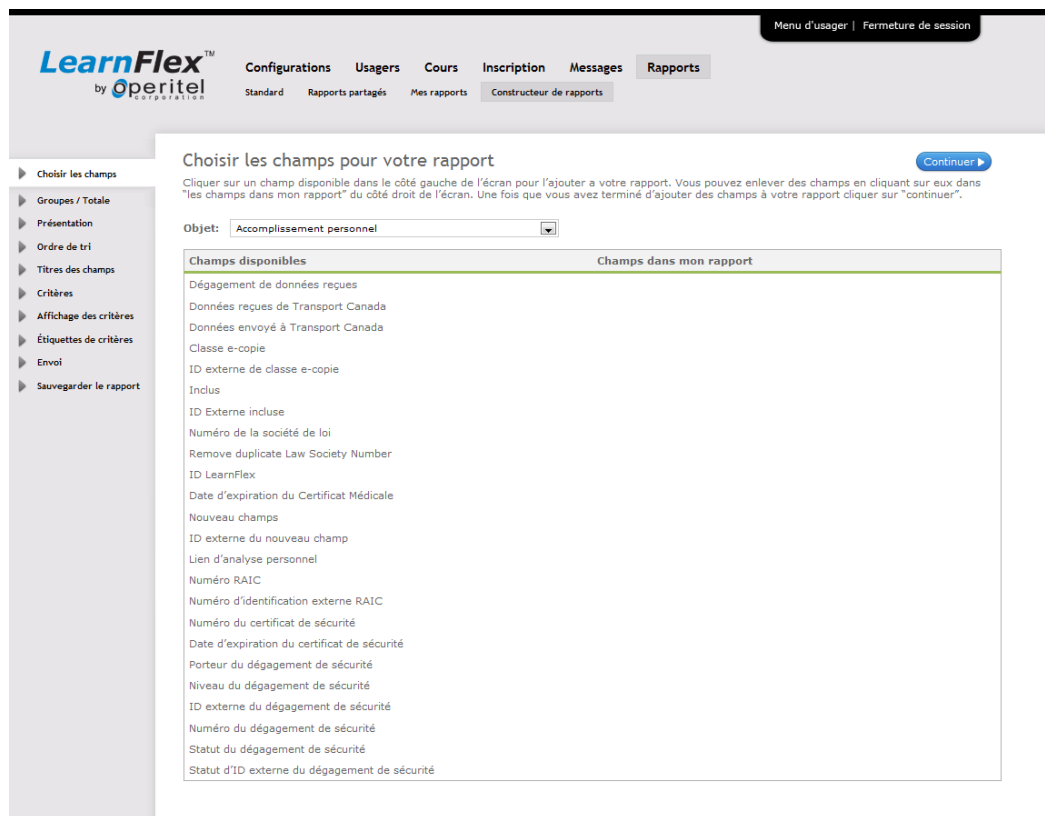


Source: Operitel, 2011.

June, 2011

Once authenticated, users will be able to review LMS administration messages/notifications, their Learning Plan including Learn Tracks (flexible learning bundles), Compliance Training, Completed Courses, and Performance Support content (e.g. documents, videos, etc.). All of this is done over a secure, encrypted connection. Users will also be able to browse course catalogues and view course lists based on trends such as "most popular".

Managers or administrators will be able to conduct basic administration tasks such as approving or denying employee training requests via the mobile interface.



The screenshot shows the 'Choisir les champs pour votre rapport' (Choose fields for your report) screen in the LearnFlex LMS. The interface includes a navigation menu on the left with options like 'Choisir les champs', 'Groupes / Totale', 'Présentation', 'Ordre de tri', 'Titres des champs', 'Critères', 'Affichage des critères', 'Étiquettes de critères', 'Envoi', and 'Sauvegarder le rapport'. The top navigation bar has tabs for 'Configurations', 'Usagers', 'Cours', 'Inscription', 'Messages', and 'Rapports'. The main content area has a dropdown menu for 'Objet' set to 'Accomplissement personnel' and a table of available fields. The table has two columns: 'Champs disponibles' and 'Champs dans mon rapport'. The 'Champs disponibles' column lists various fields such as 'Dégagement de données reçues', 'Données reçues de Transport Canada', 'Données envoyé à Transport Canada', 'Classe e-copie', 'ID externe de classe e-copie', 'Inclus', 'ID Externe incluse', 'Numéro de la société de loi', 'Remove duplicate Law Society Number', 'ID LearnFlex', 'Date d'expiration du Certificat Médicale', 'Nouveau champs', 'ID externe du nouveau champ', 'Lien d'analyse personnel', 'Numéro RAIC', 'Numéro d'identification externe RAIC', 'Numéro du certificat de sécurité', 'Date d'expiration du certificat de sécurité', 'Porteur du dégageement de sécurité', 'Niveau du dégageement de sécurité', 'ID externe du dégageement de sécurité', 'Numéro du dégageement de sécurité', 'Statut du dégageement de sécurité', and 'Statut d'ID externe du dégageement de sécurité'. A 'Continuer' button is visible in the top right corner.

Source: Operitel, 2011.

The entire mobile interface is available in multiple languages (as is the entire LearnFlex™ platform).

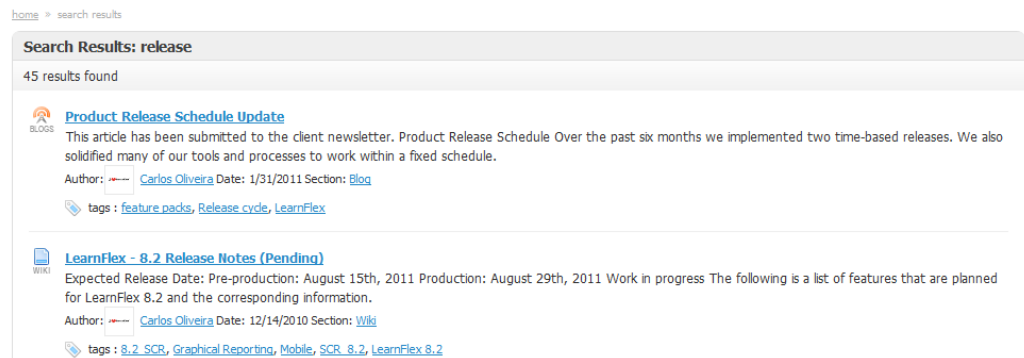
Performance Support

Another new feature area for LearnFlex™ is support for the uploading and delivery of performance support materials. Operitel's approach to performance support is consistent with their philosophy of making all features configurable. In LearnFlex™ 8.1

June, 2011

administrators can create any type of performance support category and then allow instructors (or anyone with the appropriate security privileges) to upload content into these pre-configured categories. The approach is simple and flexible. Performance support materials are also searchable via the LearnFlex™ federated search functionality. This means that users can search on formal learning (courses) as well as performance support materials and view them on their computers or mobile devices. This is particularly useful for organization with employees "in the field" such sales representatives or service technicians, for example.

LearnFlex™ Connect



home » search results

Search Results: release

45 results found

Product Release Schedule Update
BLOGS
This article has been submitted to the client newsletter. Product Release Schedule Over the past six months we implemented two time-based releases. We also solidified many of our tools and processes to work within a fixed schedule.
Author: [Carlos Oliveira](#) Date: 1/31/2011 Section: [Blog](#)
tags : [feature packs](#), [Release cycle](#), [LearnFlex](#)

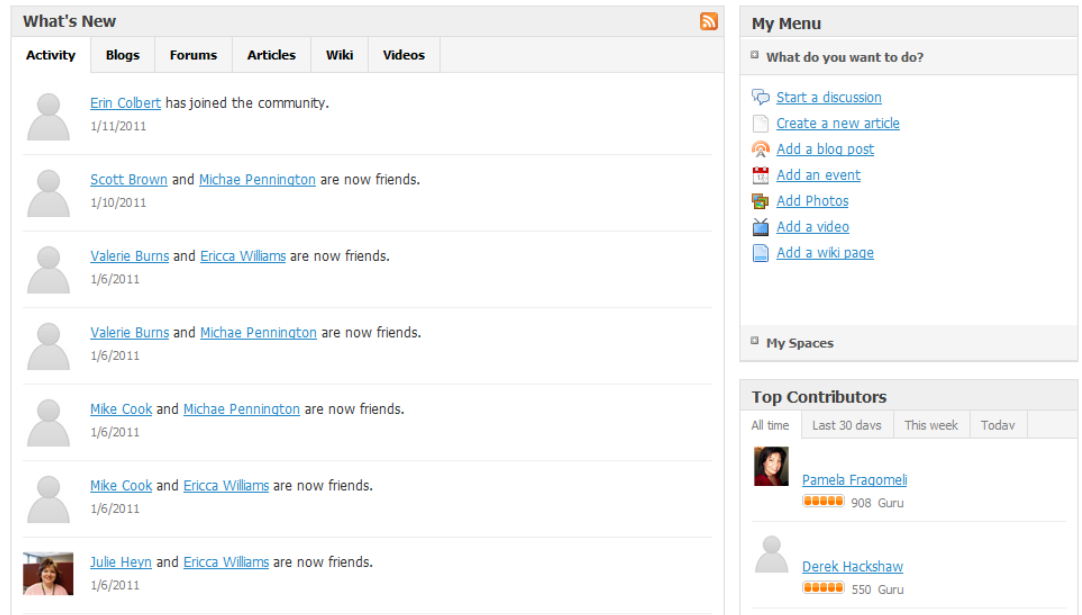
LearnFlex - 8.2 Release Notes (Pending)
WIKI
Expected Release Date: Pre-production: August 15th, 2011 Production: August 29th, 2011 Work in progress The following is a list of features that are planned for LearnFlex 8.2 and the corresponding information.
Author: [Carlos Oliveira](#) Date: 12/14/2010 Section: [Wiki](#)
tags : [8.2 SCR](#), [Graphical Reporting](#), [Mobile](#), [SCR 8.2](#), [LearnFlex 8.2](#)

Source: Operitel, 2011.

In November 2010, Operitel launched their first version of the LearnFlex™ Connect social learning platform. Similar to LearnFlex™, LearnFlex™ Connect is available as a hosted or behind-the-firewall application. It can run as a stand-alone social learning platform, or as an integrated add-on to the LearnFlex™ LMS.

LearnFlex™ connect supports personalized branding and configurable business rules. It is currently available in English and French and can be translated into other languages as needed.

June, 2011



Source: Operitel, 2011.

LearnFlex™ Connect General Features

- Customize the layout and design
- User Profile (can pull from LMS)
- User Directory
- Privacy Settings/Options
- RSS Feeds
- Content Search (can be federated with LearnFlex™ LMS search results)

Community Driven Content

- Blogging
- Articles / News Manager
- Commenting
- Polls
- Ratings
- Photo Albums
- Video Galleries
- Event Manager / Calendar
- Jobs Module
- Wiki
- Document / File Sharing

June, 2011

Online Interaction

- Friends and "Friending"
- Discussion Forums
- Private / Internal Messaging
- Loyalty / Rewards point system
- Spaces / Groups (sub-communities)
- Messaging "wall" / Status Updates
- Share content / Email to friend

Highlights

In conclusion, Operitel has clearly invested a lot of development effort into extending its core LMS product into areas of high interest, specifically mobile and social learning. It has done this in a way that is consistent with their core philosophy which has always been in the configurability of new features. As an enterprise player, less glamorous but equally important development in areas of integration with HRIS, e-commerce, content, communication, and collaboration platforms will continue to be of major interest and benefit to large organizations with complex business rules and integration requirements. LearnFlex™ 8.1 and LearnFlex™ Connect should definitely be considered for any enterprise LMS selection project.

More information is available in the Brandon Hall Group LMS Knowledgebase as well as directly from Operitel at www.operitel.com

Brandon Hall Group Smartchoice™ Solution Provider

Operitel has recently participated in Brandon Hall Group's Smartchoice™ Solution Provider Program. Smartchoice™ is a rigorous solution provider certification process in which the participating company is evaluated based on its ability to provide unmatched customer service, breakthrough products and services, and groundbreaking thought leadership to its respective industry. Smartchoice™ participants are evaluated in four focus areas:

- Customer Support
- Cost of Ownership
- Capability
- Functionality

Operitel LearnFlex™ LMS 8.1 and LearnFlex™ Connect 1.0

June, 2011

We are pleased to announce that Operitel has received the certification of Smartchoice™ Best In Class. This is the highest level of certification a solution provider can receive. In order to receive this level of certification, a solution provider must demonstrate that they are clearly an industry leader in their field of expertise in all four focus areas.

We congratulate the team at Operitel for receiving this prestigious honor.



Smartchoice™

BEST IN CLASS

Brandon Hall Group

2011

June, 2011

About Brandon Hall Group

With more than 5,000 clients globally and 20 years of delivering world class solutions, Brandon Hall Group is the preeminent research and analyst organization focused on developing research driven solutions to drive organizational performance for emerging and large organizations. Through the recent merger of AC Growth and Brandon Hall Research, Brandon Hall Group has an extensive repository of thought leadership, research, data and expertise in Talent Management, Learning & Development, Sales, Marketing and Executive Management.

At the core is a Membership Program that combines research, benchmarking and unlimited access to data and analysts. The Membership Program offers insights and best practices to enable executives to make the right decisions about people, processes, and systems, coalesced with analyst advisory services which aims to put the research into action in a way that is practical and efficient.

The Value of Membership

The Brandon Hall Group membership program encompasses comprehensive research resources and an array of advisory services. Our membership program provides the following:

- **Cutting-Edge Information** – Our rigorous approach for conducting research is constantly evolving and up-to-date, providing your organization with current and future trends.
- **Actionable Research** – Your membership includes advisory services that are research driven and provides you a breakthrough approach to addressing immediate challenges and opportunities inside your organization.
- **Customizable Support** – Whether you are a Learning and Development, Talent Management, Sales, Marketing, or C-Level Executive, our research, frameworks, models and tools will provide insight and solutions that you can leverage across the entire organization.
- **Unlimited Access** – Every member of your team has the ability to utilize research, next practices and advisory services wherever and whenever they need it to support critical decision-making.

To learn more about Brandon Hall Group, please call us at (561) 865-5017 or email us at success@brandonhall.com.