

TCmanager from SoftDeCC: Seamlessly Integrated eLearning Platform Enables Training Centers to New Offers for Traditional Customers

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The success possible from eLearning tends to be limited by unstable infrastructure, missing feedback, uncertainty about the learning progress and lack of interactivity with students and trainer.

Most of these disadvantages can be overcome by careful management of the eLearning process: well established commercial processes remain unchanged. Monitoring eLearning from a traditional training center infrastructure allows to reduce interruptions, generate feedback by online tests on knowledge and learning progress and trigger interactivity through chats, fora and tutor schedules.

Isolated eLearning-platforms tend to offer new functions and tradeoff proven integrated functionality. Operating such an isolated platform in a traditional training center can introduce a painful discontinuity: well established processes may be duplicated, data feeders developed, operational details be modified or completely abandoned. However, accounts for customers or educational programs and the logging of contacts, course history, participation and success statistics are critical to the economic basis and the success of marketing and sales activities.

SoftDeCC's well established TCmanager now includes an integrated platform for professional eLearning: CBTs and WBTs are administered like traditional courses. Online tests can be inserted at will and with the full choice of customer specific terms and labels.

TCmanager therefore ensures the economic basis of a training center and its expansion by consulting and well focussed offers. Broad and extremely encouraging results have been obtained from a successful eLearning project deployed worldwide for one of the largest German companies.