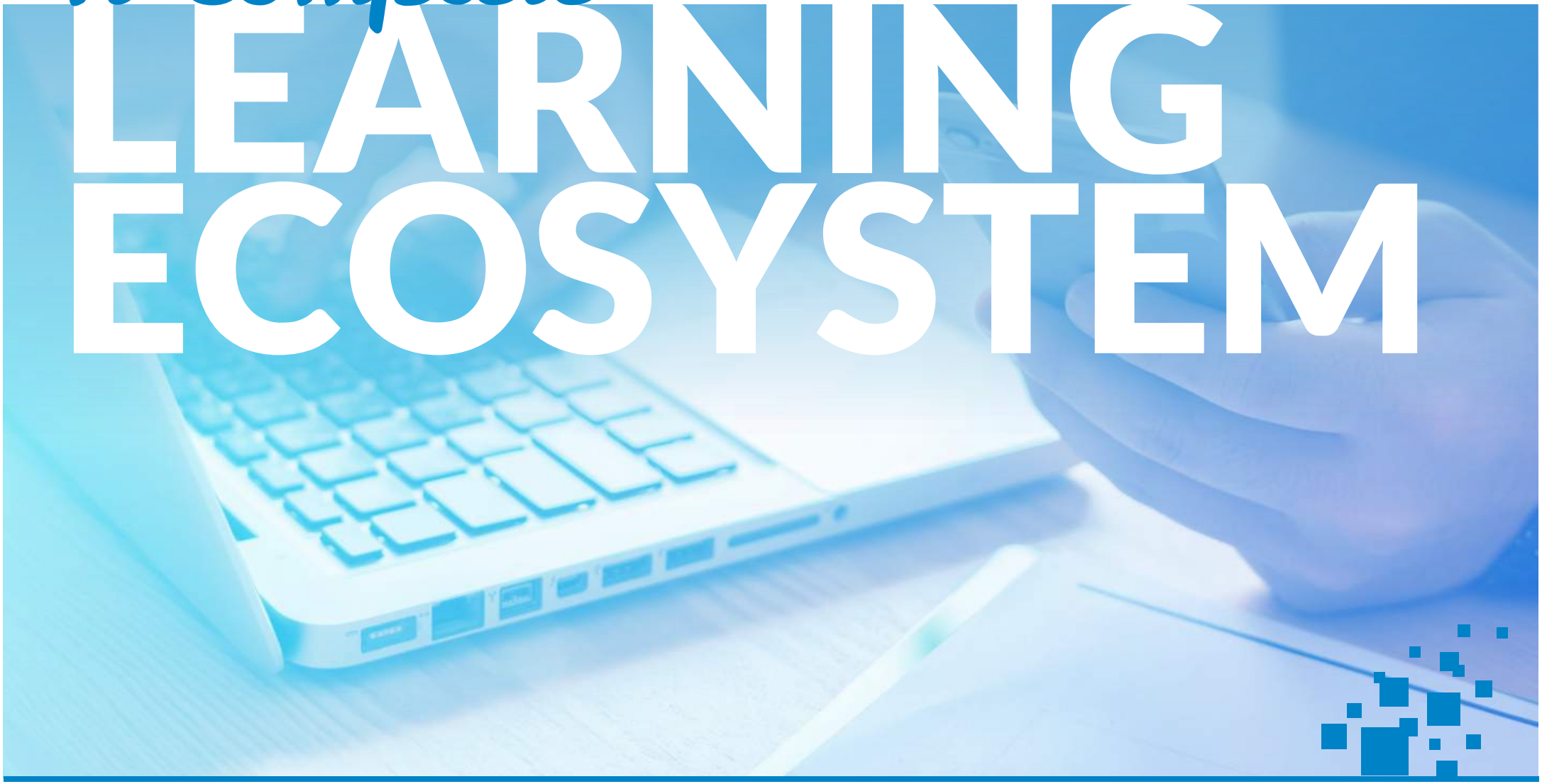
UPSIDELMS

A Complete LEARNING ECOSYSTEM



Learning | Training | Performance Support & more!

UPSIDELMS

Say 'Hello' to AN LMS

THAT'S MORE THAN JUST A LEARNING PLATFORM!

A full-featured and future-proofed SaaS LMS, UpsideLMS makes the management of your organization-wide, multi-department, geographically dispersed **Online, Formal, Informal (Social)** and **Offline** (No Internet) **Learning, Training** and **Performance Support** interventions easy, efficient and effective. Its iOS and Android mobile apps cover the whole nine yards of Mobile Learning too!

Wait, but you have heard all this before, haven't you?

What sets us apart from the other LMSes out there is that UpsideLMS maximizes the impact of your L&D programs while assuring you speed, scalability, innovation, lower TCO and higher ROI.

Or maybe it's the fact that UpsideLMS is a winner of 40+ industry awards and recognition (14 Brandon Hall awards alone!) and is trusted by hundreds of clients and 1M+ users worldwide.

Yeah, it's ALL of this. Plus the fact that behind this system is a team of really awesome people that have got your back (Free 24x7 Tech Support, Free Hosting and Upgrades are just few of the many benefits).

So, go ahead, explore UpsideLMS. We promise it will be worth every bit of your time.

BrandonHall Excellence Awards	learning technologies awards	FOSWAY GROUP	2011 Chief Learning Officer Learning In Practice Awards Excellence in LMS Award	2018 Watch List Company	eLearning Industry	Chief Learning Officer	Talented Learning System Best Learning System Finalist 2019	The Craig Weiss Group
('18, '17, '16, '15, '11, '10 & '09)	2018	2018, 2013	2011	('18, '17, '16, '15, '14, '13, '12, '11)	2019, 2018	2010	2019	2019

UPSIDELMS

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Progressive Innovation & Upgrades

UPSIDELMS

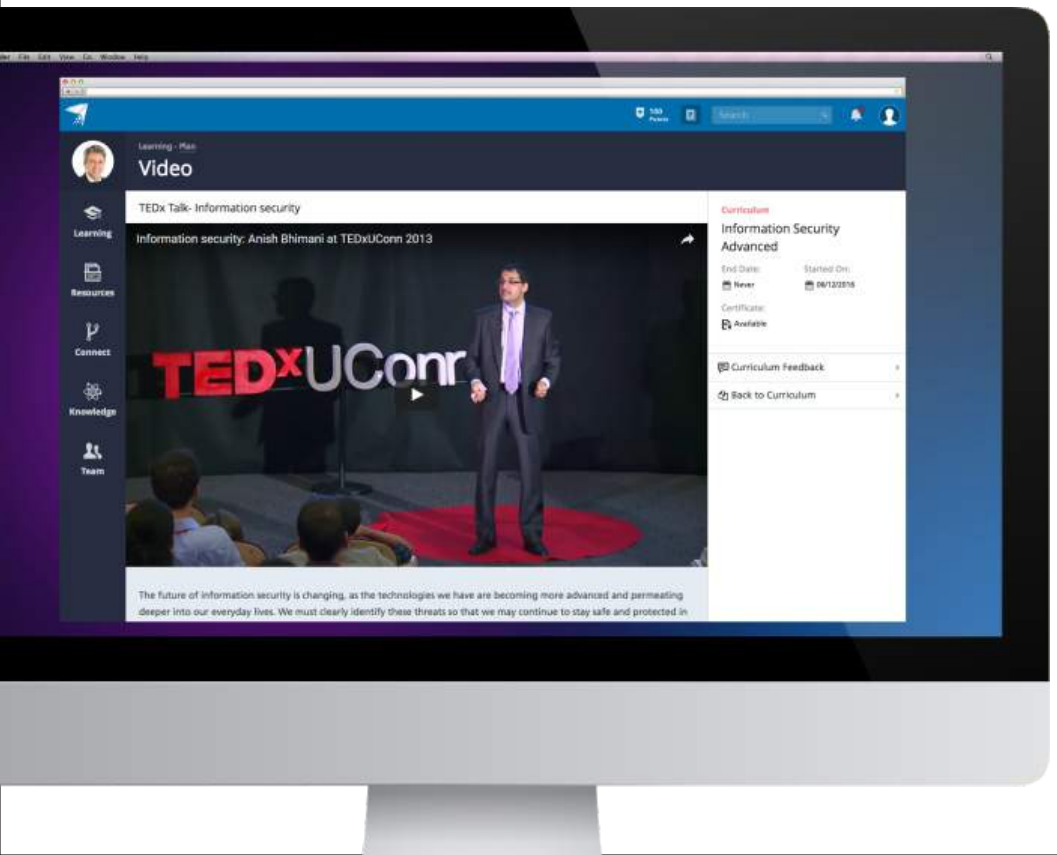
More than just ELEARNING

Accommodate your learners' learning styles and get more bang for your buck with UpsideLMS' support for different training formats and full multimedia support.

eLearning

Deliver Standard-Compliant (AICC, SCORM 2004, SCORM 1.2, xAPI/ Tin Can API) or Non-Standard-Compliant (Proprietary) Online Learning to your learners on any device of their choice.

- HTML/ HTML 5/ Flash Courses
- Documents (PDF, PPT, Word)
- Videos: Streamed from YouTube or Amazon, or uploaded (MP/FLV/AVI/MPEG)
- Assignments
- Assessments



Virtual Classroom

Reach out to a wider user base at a lower cost, while enabling learners and instructors to connect and interact with each other in real-time through live, online training sessions.

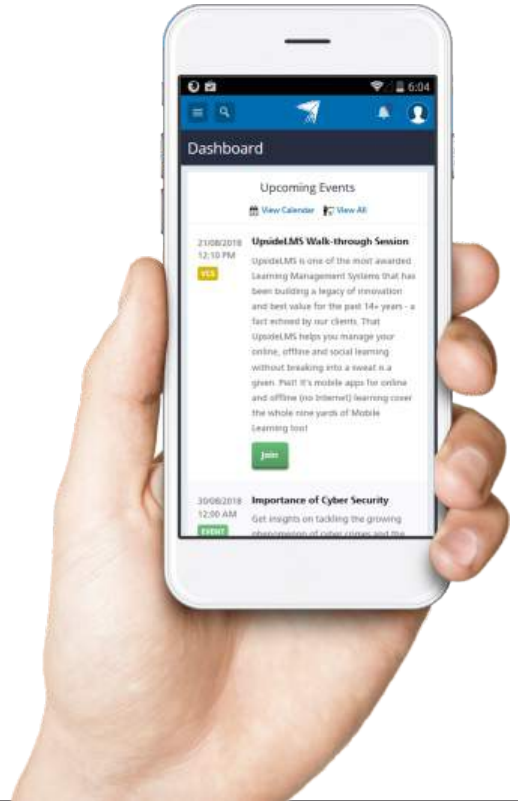
- Ready integration with Webex (WebEx Training Center), GoToMeeting (basic version) and Zoom Web Conferencing
- Create and schedule any number of virtual meetings
- Get reports on participants' details and time spent by them in the session
- Text chat with the Instructor or other learner(s) - private or broadcast
- Whiteboard sharing
- Can be integrated with any other third-party virtual classroom software/services

Learn More

Cisco webex

citrix GoToMeeting

zoom



Classroom Training/ Instructor Led Training (ILT)

Create, manage and deliver face-to-face training programs with utmost ease and add a human touch to your online learning.

- Vendor, venue, speaker, inventory management
- Session planning and scheduling
- Nomination workflow for users and supervisors
- Waitlist concept
- Ability for users to download event to Outlook calendar
- Curriculum assignment for multiple portals at one go through Super Admin
- Create and manage multiple batches within a curriculum (Batch Management)
- Ability to assign users to a batch
- Flexibility for learners to enroll for a particular batch or cancel/change enrollment

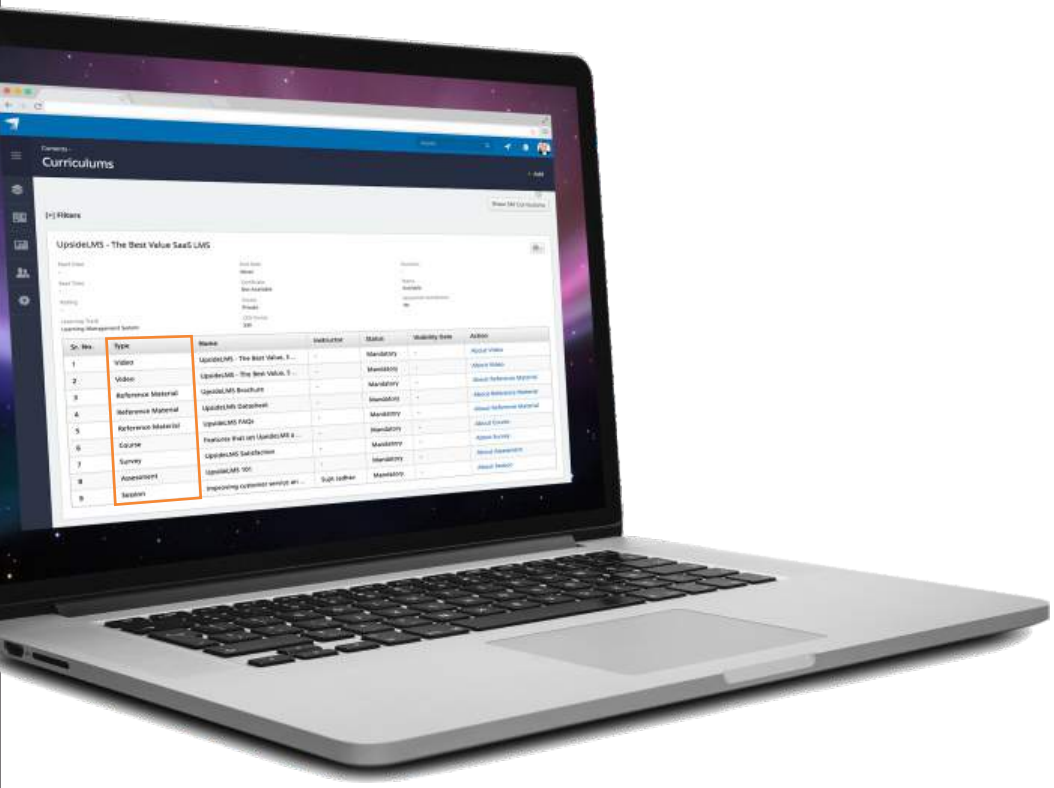
Learn More

Blended Learning

Create a mix of (different) training formats that works the best for your learners!

- eLearning
- Virtual Classroom Training
- Classroom Training/ ILT

Learn More



Social Learning & Knowledge Collaboration

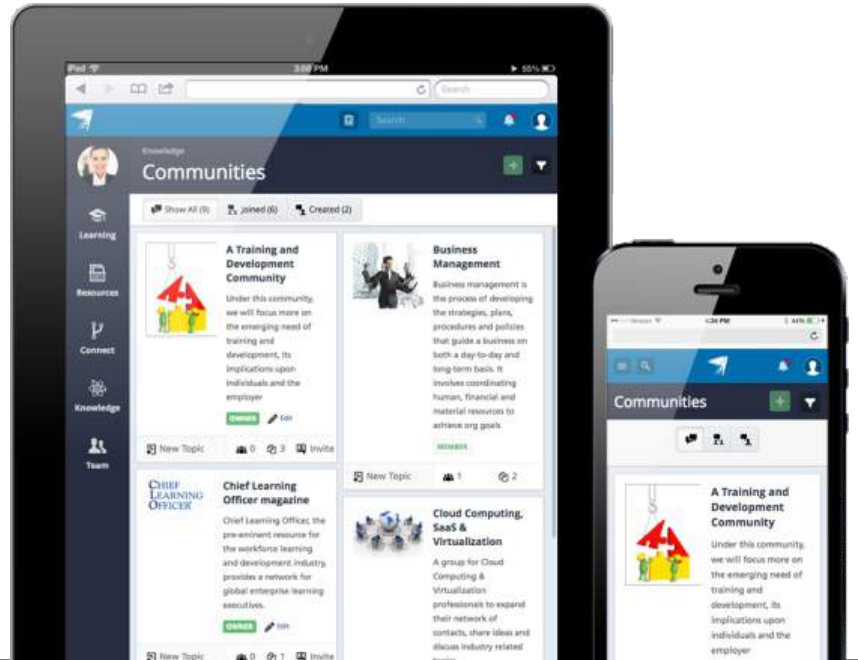
Provide a unique way for people to learn from one another and go beyond routine training into actual personal development.

- Discussion Board
- Communities
- Friends Concept
- Content (photos and videos) sharing with friends and rating

Learn More

> When the time came for us to choose a provider to build and launch our LMS, we needed a business that understood the power of social media and social learning to help us connect our communities across multiple sites and build a collaborative learning culture.

Fitness First



Mobile Learning

Don't let "devices" come in the way of your learners' learning! Provide continuous, seamless learning to your learners anytime, anywhere on any device of their choice through:

- UpsideLMS Responsive Learner Side
- Secured Online Mobile App, UpsideLMS Mobile
- Secured Offline (no Internet) App, UpsideMOVE
- Complete Tracking and Reporting through UpsideLMS Admin

Client SUCCESS STORY

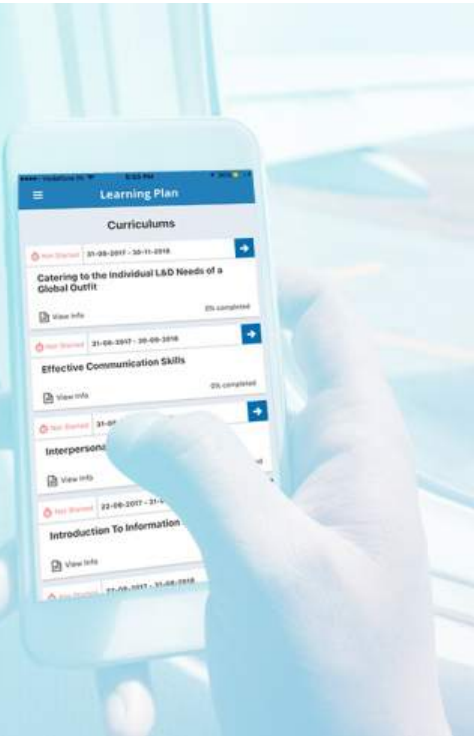
For ISS, the key word was "mobility", given that its number of users regularly sitting in front of desktop or laptop can be measured as a single-figure percentage. A learning platform that was fully mobile-friendly with a high level of device compatibility was a must-have. Further, delivering a feature set that only worked on the latest technology was simply not practical for ISS where the reliance on BYOD with older devices and operating systems is high.

UpsideLMS' Responsive HTML interface gave ISS's learners learning flexibility at their fingertips, enabling them to choose where, when, and how to access learning material and information without any loss of information or compromising on the learning experience.

UpsideLMS Mobile

UpsideLMS extends its superlative User Experience (UX) on mobile devices through its online apps for iOS and Android, for delivering eLearning, Virtual Classroom Training, ILT and Social Learning, complete with Gamification and Tracking & Reporting.

Learn More



UpsideMOVE

An iOS and Android mobile app for delivering Offline (no Internet) training in the form of Videos, Courses (HTML5 SCORM 1.2) and Reference Materials (Documents, Presentations, Images), powered by UpsideLMS (backend).

Learn More

UPSIDELMS

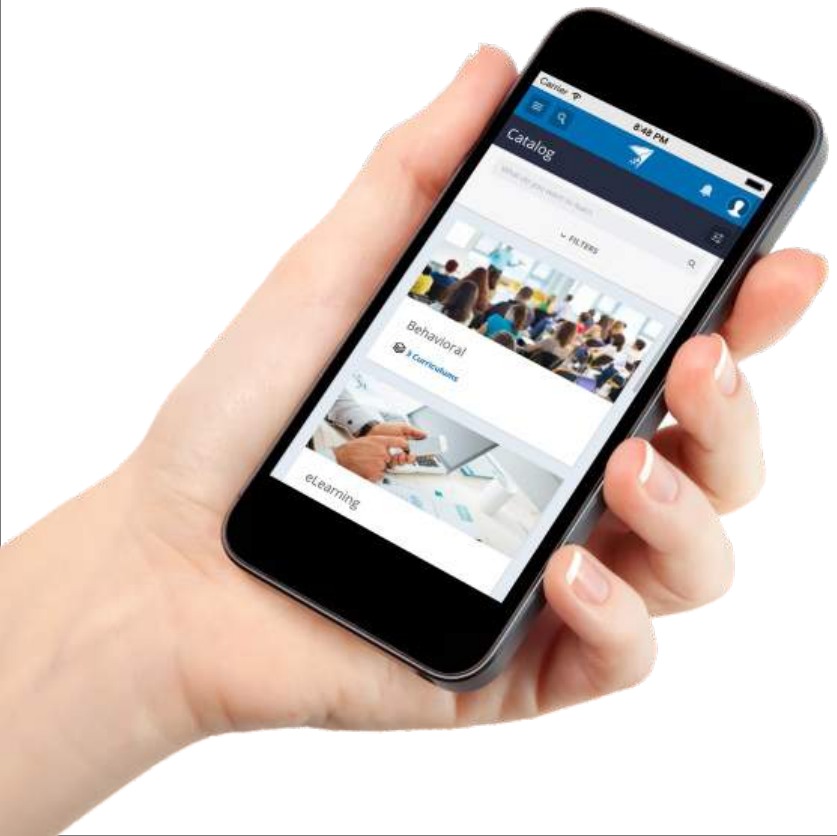
More than just TRAINING

An LMS shouldn't mean 'training' alone; it should be a 'learning ecosystem' that enables learners to 'learn' - at their pace, in their style.

Learning Catalog

Don't restrict your learners to the assigned learning content alone. Open up a whole new learning repository for them with UpsideLMS' Learning Catalog module, which can host any number of curriculums for additional consumption.

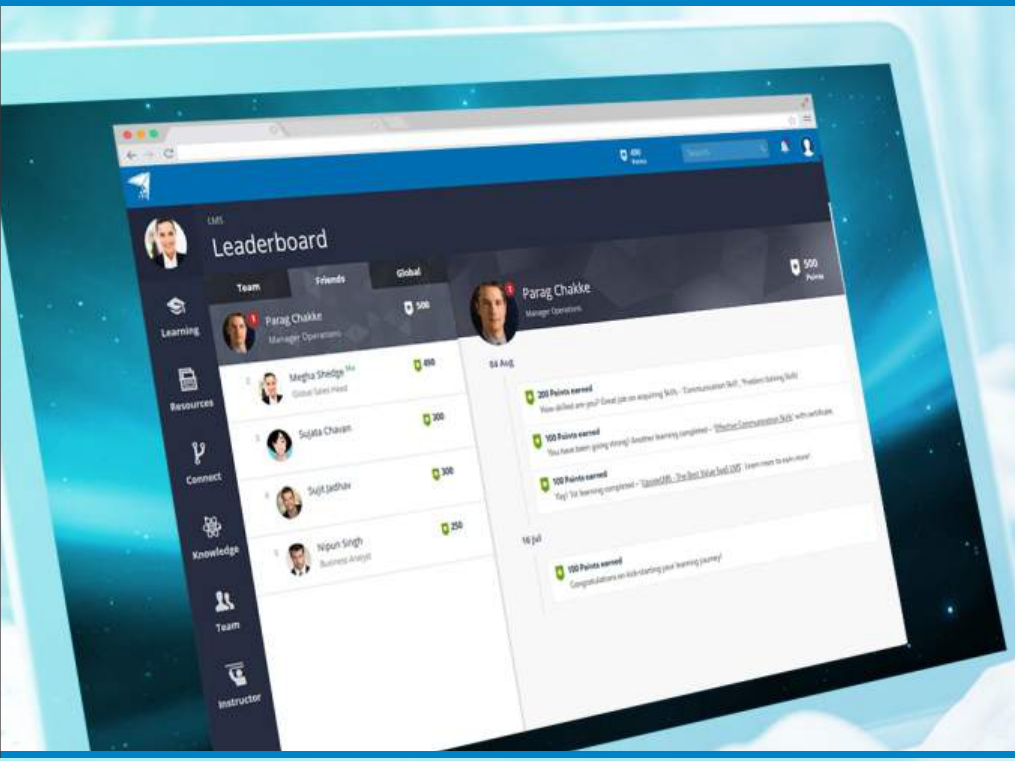
- Ability to categorize curriculums into Paid, Private and Public
- Ability to bunch related curriculums into Categories/ create new Categories
- Ability for Line Manager and Indirect Line Manager to nominate their direct and indirect team members for both Public and Private Curriculums through an easy-to-use interface



Request Training Module

Enable your learners to 'request for a training' (of their choice/ need) that's not a part of their Learning Plan by placing a request through a threaded communication to the Admin/ Line Manager.

- Dedicated module available for all learners
- Ability for Admin/ Line Manager to handle and close a 'request'
- Ability for learners to re-open a request, if they feel that the specific request is not correctly answered and is closed
- Email notifications triggered for all communications on the request thread



Gamification

Boost engagement, amp up motivation and aid knowledge retention with UpsideLMS' point-based Gamification module.

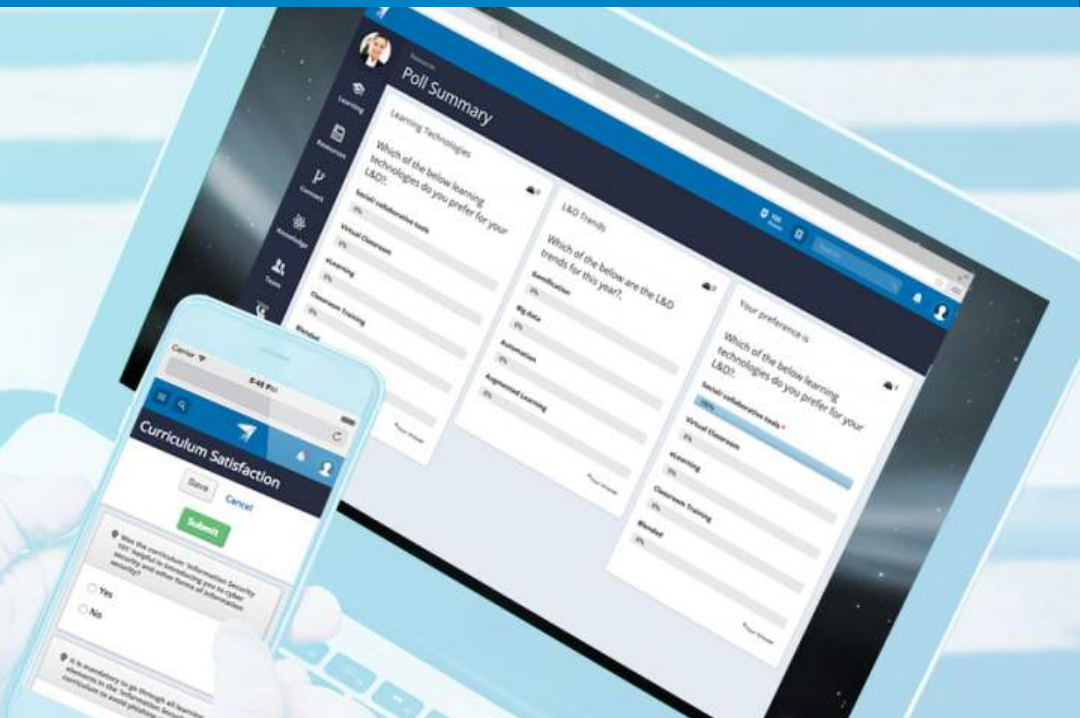
- Leaderboard & Bell Notification for Learners
- Leaderboard contains details of the learners along with his/her team's, friends', across the board and against a hand-picked selection of people too (that the learner can choose)
- Easy-to-set rules and points

Learn More

Surveys & Polls

Whether it's sparking your learners' curiosity about a topic they are about to engage with or getting their views on another one post a training session, UpsideLMS' Survey and Poll modules come to the rescue.

- Ability to add a Survey or a Poll to a curriculum
- Poll and Survey results are displayed on the Learners' Dashboard



UPSIDELMS

More than just USER-FRIENDLY

Intuitive. Easy-to-use. Engaging. These are just some of the words synonymous with UpsideLMS. Designed user-first, UpsideLMS covers the whole nine yards of user-friendliness to ensure that learning is 'pulled' and not pushed.

Multi-lingual & Multi-time-zone Support

UpsideLMS offers multi-lingual support at application interface and database level. Learners can easily switch between languages as and when needed.

- Out-of-the-box language packs available in:
  - English
  - Arabic
  - Spanish
  - French
  - Simplified Chinese
- Auto-detection of time-zone along with all events in the learner's calendar, including ILT training, live training etc.

Enhanced User Experience across devices

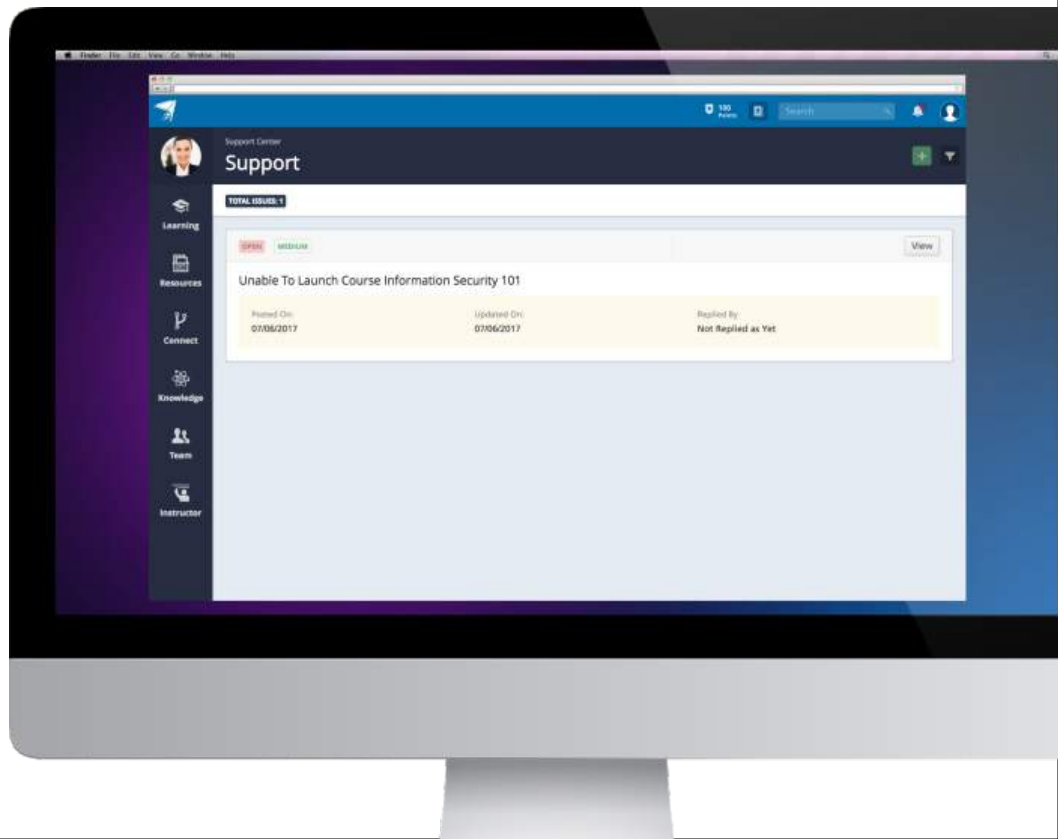
Give your learners a learning experience they deserve with UpsideLMS' web 2.0 intuitive interface designed for ease-of-use.

- Accessible as a Responsive LMS (Learner Side) or through Mobile Apps
- Easy navigation through well-defined menus and logically defined structure
- Easy configurability for Admin & Learner side
- Customizable branding

Learner Support Tools

UpsideLMS enhances your learners' learning experience by making a gamut of support tools available to them at all times.

- Integrated Helpdesk
- Comprehensive Content Search
- FAQs
- Automated Email Notifications and Reminders
- Learner Transcript
- Request Training Module
- System Announcements



UPSIDELMS

More than just SKILLING

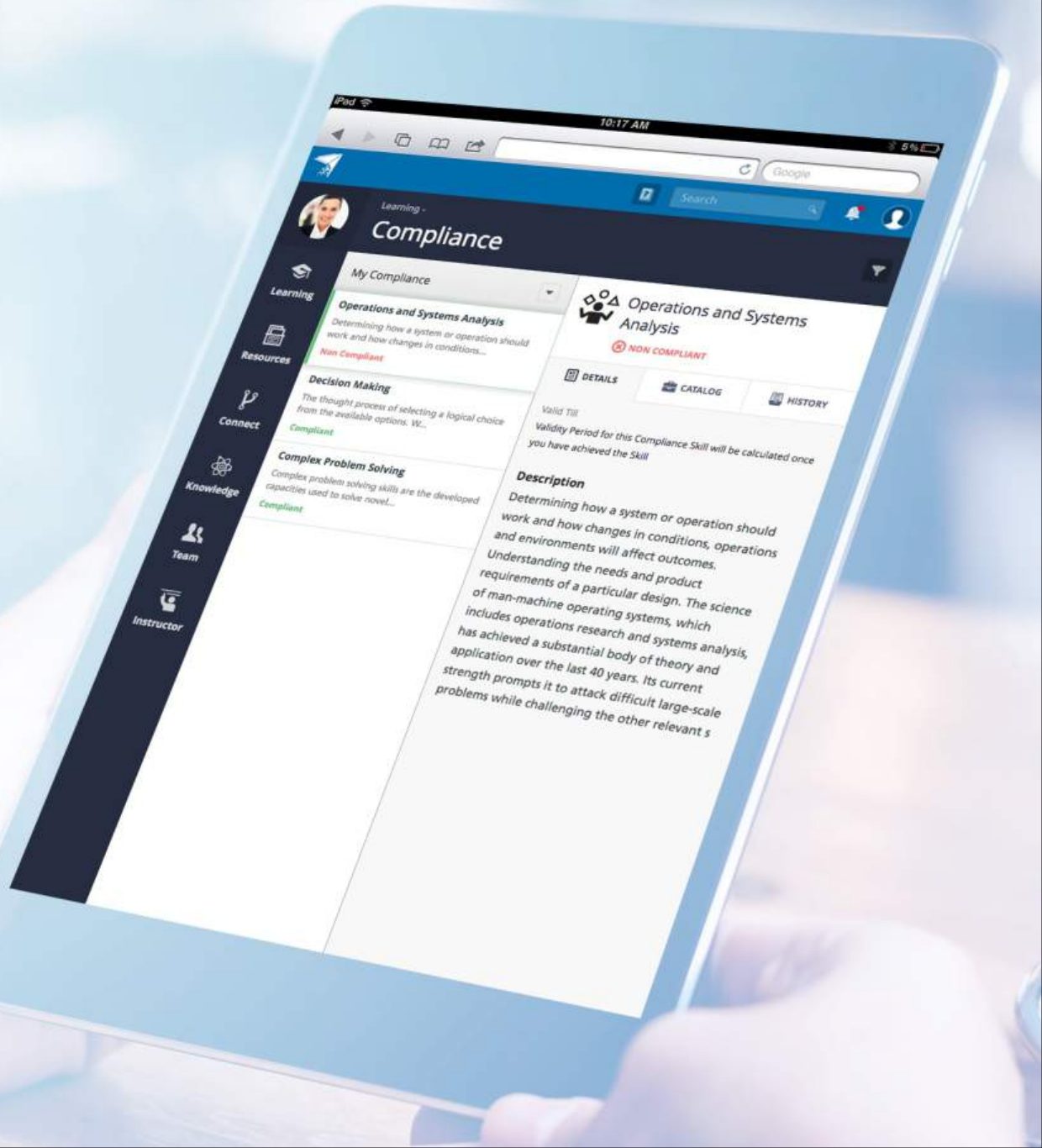
UpsideLMS enables you to maintain, update and nurture the knowledge and skills of your employees so as to achieve a competitive advantage for your organization and empower your employees with all the required tools for their arsenal.

Compliance Training

Facilitate easy training delivery for your employees on their compliance responsibilities so as to play an active role in creating and maintaining a productive, ethical, and respectful workplace.

- Ability to create Compliance Skills and set their validity
- Ability to map Compliance Skills to the Roles or Curriculums
- Ability to manually upload the Compliance Certifications achieved by Learners, external to the LMS
- Report available to Admins, Line Manager and Indirect Line Manager to check learner-wise Compliance Status
- Dedicated Compliance screen available to learners
- Graph depicting summary of learner's Compliance status displayed on Learner Dashboard

Learn More



Client SUCCESS STORY

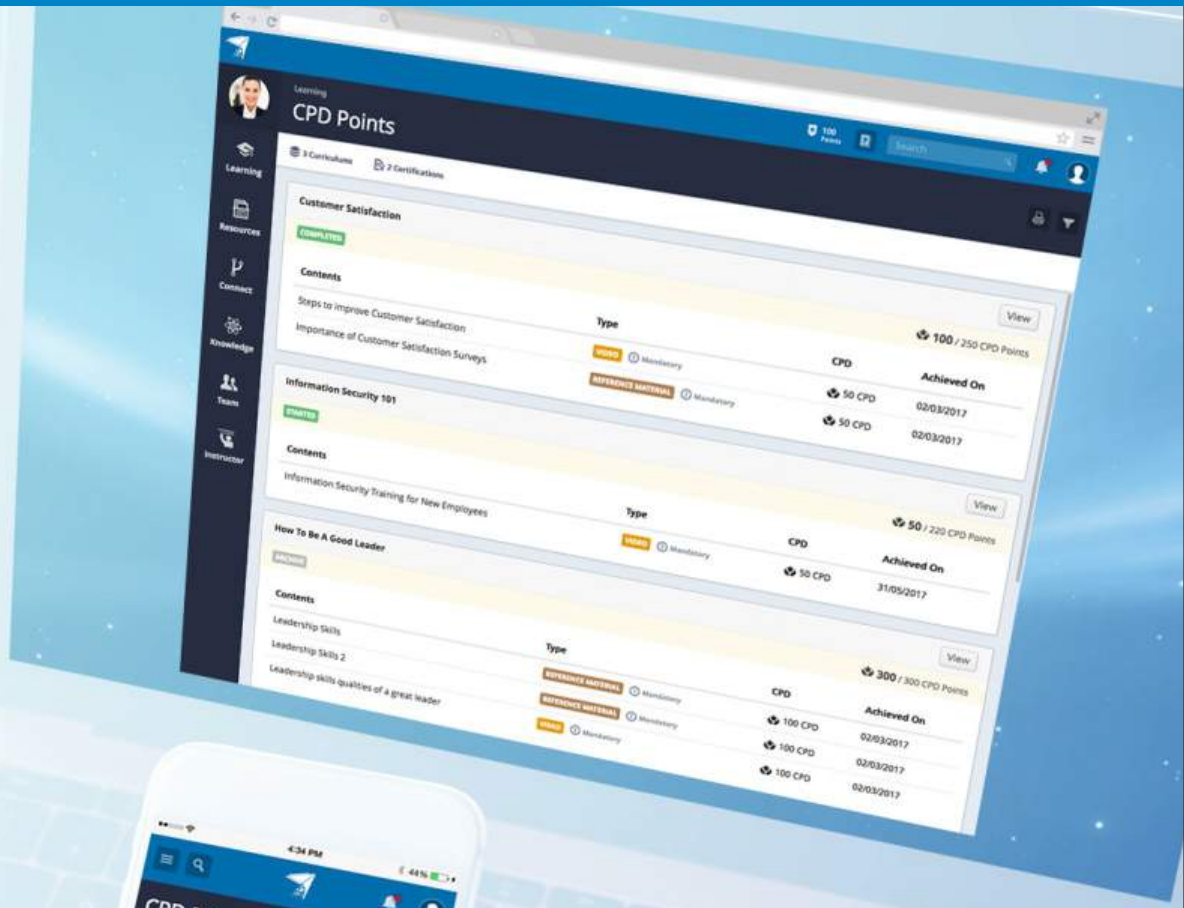
Monitoring and ensuring compliance with the increasingly complex manpower regulations that exist around the world is essential for Oil and Gas companies, and Gulf Oil is no exception. UpsideLMS' Compliance Training module streamlines this process for Gulf Oil by on-time delivery of induction and role-based compliance training programs. For its employees, it means regular training on their compliance responsibilities so as to stay compliant, always!

Continuing Professional Development (CPD)

Maintain the skill set of your learners with UpsideLMS' point-based CPD module.

- Point-based CPD module
- Ability to add CPD points for different Learning Content like Courses, Assessments, Assignments, Reference Materials and Videos at Site Manager and Portal Admin level
- CPD report available to Admin displaying learner-wise CPD points
- Dedicated CPD screen available to learners
- Graph depicting summary of learner's CPD points displayed on Learner Dashboard

Learn More

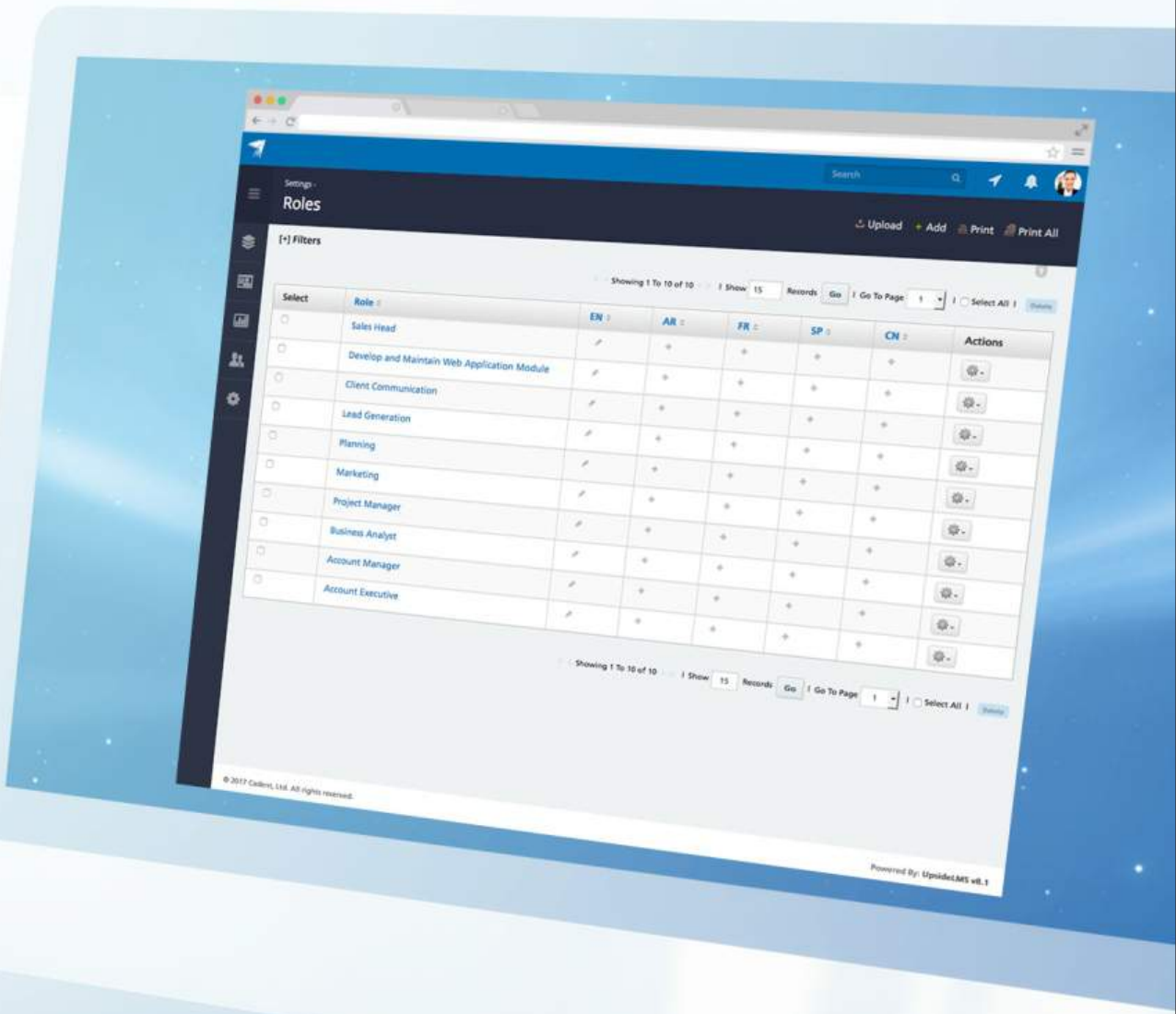


Competency Management

Create an environment of sustainable competency by identifying the core competencies of your employees, conducting skills-gap analysis, succession planning, as well as competency analysis and profiling.

- Learners can generate individual skills-gap based report
- Learners can identify the right content based
- Admins can define and manage custom skills matrix with custom grading scales
- Admins can define and manage roles that are linked to the skills required along with the required level on the gaps in skills across various roles
- Admins can run a skill-gap finder report to identify people for a particular set of skills

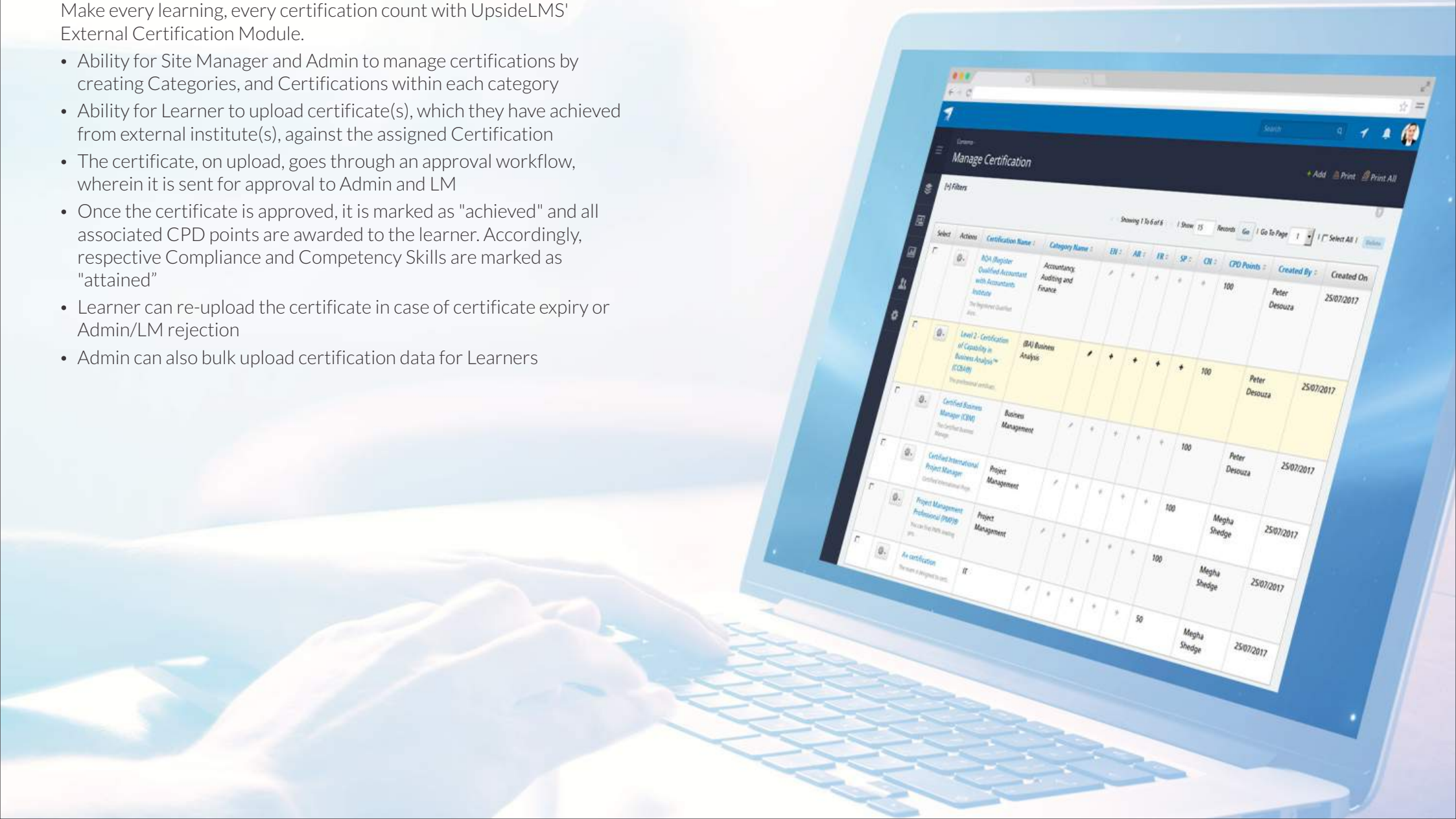
Learn More



External Certification Management

Make every learning, every certification count with UpsideLMS' External Certification Module.

- Ability for Site Manager and Admin to manage certifications by creating Categories, and Certifications within each category
- Ability for Learner to upload certificate(s), which they have achieved from external institute(s), against the assigned Certification
- The certificate, on upload, goes through an approval workflow, wherein it is sent for approval to Admin and LM
- Once the certificate is approved, it is marked as "achieved" and all associated CPD points are awarded to the learner. Accordingly, respective Compliance and Competency Skills are marked as "attained"
- Learner can re-upload the certificate in case of certificate expiry or Admin/LM rejection
- Admin can also bulk upload certification data for Learners



UPSIDELMS

More than just APIs

Extend UpsideLMS' functionality with our comprehensive API library that allows you to integrate seamlessly with other enterprise applications and manage various LMS functions with ease.

AES Secure API Library

The various APIs in UpsideLMS will help you in:

- Creating, Updating and Managing your user accounts
- Fetching Catalogue, its Curriculums and Content
- Fetching your learner's 'Learning Plan'
- Assigning one or multiple curriculums to one or multiple LMS users

+ much more, as new APIs are regularly added!

Ready Integrations

eCommerce

ERP

HRIS / HRMS

Videos

SSO

Off-the-Shelf Content Providers

Choose from our 8000+ titles-strong, ready-to-use library of Off-the-Shelf content that can be easily deployed on your LMS.

- Multi-lingual option available on all Courses
- Ability to add your logo in the Courses
- Award-winning libraries from leading Catalog providers
- Videos: Includes Microlearning video nuggets, mLearning & eLearning videos
- Courses: Responsive/ Mobile-optimized courses, Desktop-specific courses

Learn More

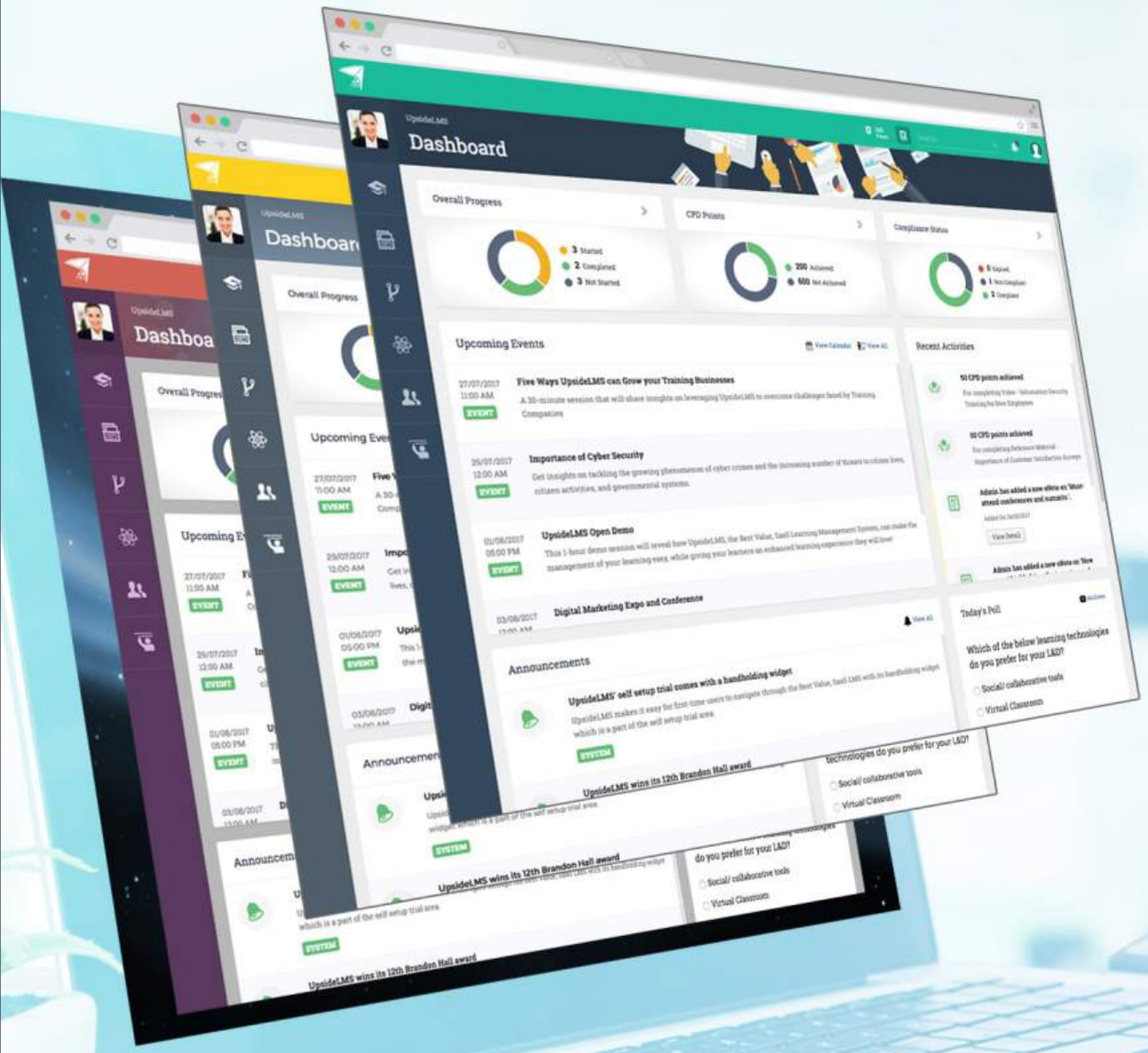
Client SUCCESS STORY

For its regional, non-English speaking offices, Gulf Oil not only uses UpsideLMS' multi-lingual support for Spanish and Simplified Chinese (English default), but through UpsideLMS' support for Cegos' Off-the-Shelf, multi-lingual eLearning, it provides a completely localized learning environment to its diverse employee-base.

UPSIDELMS

More than just A SINGLE LMS

UpsideLMS makes the hosting and management of multiple portals, each with distinct branding and URLs, possible on a single setup.



Multi-portal Architecture

Be it Extended Enterprise Training or hosting multiple departments/ clients from the same setup, UpsideLMS' multi-portal architecture makes it all possible.

- Ability to host multiple departments, clients, partners on the same setup
- Ability to brand each portal separately
- Configure modules and functionalities that are available to a portal
- Site Manager to retain control on certain modules without providing access to any portal users

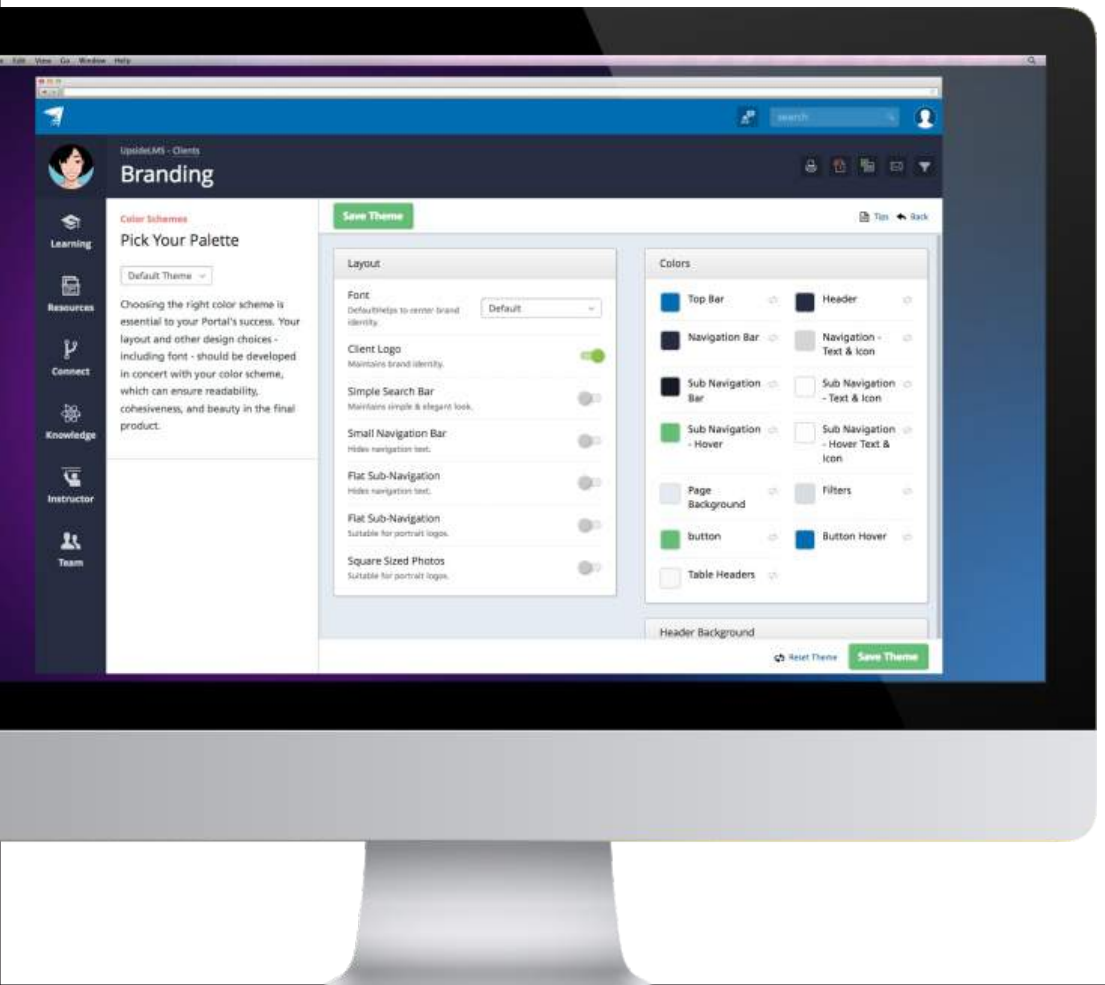
Client SUCCESS STORY

UpsideLMS' multi-portal architecture met ISS's primary requirement of an LMS that could host multiple portals, be connected to multiple local HRIS and payroll platforms for automated account management and yet be centrally governed. This enabled ISS to create separate portals for each of its operational countries with individual access, a dedicated URL and a personalised learning environment, while ISS' L&D team retained the control, rights and privileges for each portal. ISS, today, has 53 portals in 20+ languages with close to half a million users using it regularly for their L&D.

Enhanced Portal Branding Tool

Easy and quick portal branding with an easy-to-use Admin interface.

- Single interface to define branding for both portal admin and learner interface
- Consistency of page structure and branding across portal admin and learner interfaces
- Intuitive functionality to manage portal branding.



Training Content Management

Choose from our 8000+ titles-strong, ready-to-use library of Off-the-Shelf content that can be easily deployed on your LMS.

- Ability for the author of a curriculum to configure the curriculum for Auto Assignment
- Ability for the author of a curriculum to configure the availability of the curriculum for Learning Group(s)
- Ability for the author of a curriculum to configure the availability of the curriculum in catalogues - All Users, No Users or Specific Users. Catalogue can be assigned to specific users using a combination of Organization tree, and additional modules like Designation, Role and Paygrade
- Ability for the author of a curriculum to configure users who can deliver their curriculums- All Users, No Users Or Specific Users.
- User mapped to specific roles, can be assigned specific access to perform tasks like - Content Delivery and Viewing Reports.

License Management

Full control on distribution of user licenses across portals.

- Centralised user license management
- Site Admin can manage user licenses for multiple clients

UPSIDELMS

More than just TRAINING ADMINISTRATION

Let's be honest, as critical as Training Administration is, it is cumbersome and oftentimes lackluster too! But not when you are using UpsideLMS.

Reporting & Analytics

UpsideLMS' Admin Dashboard tool helps you capture and analyze organizational L&D data to make better decisions.

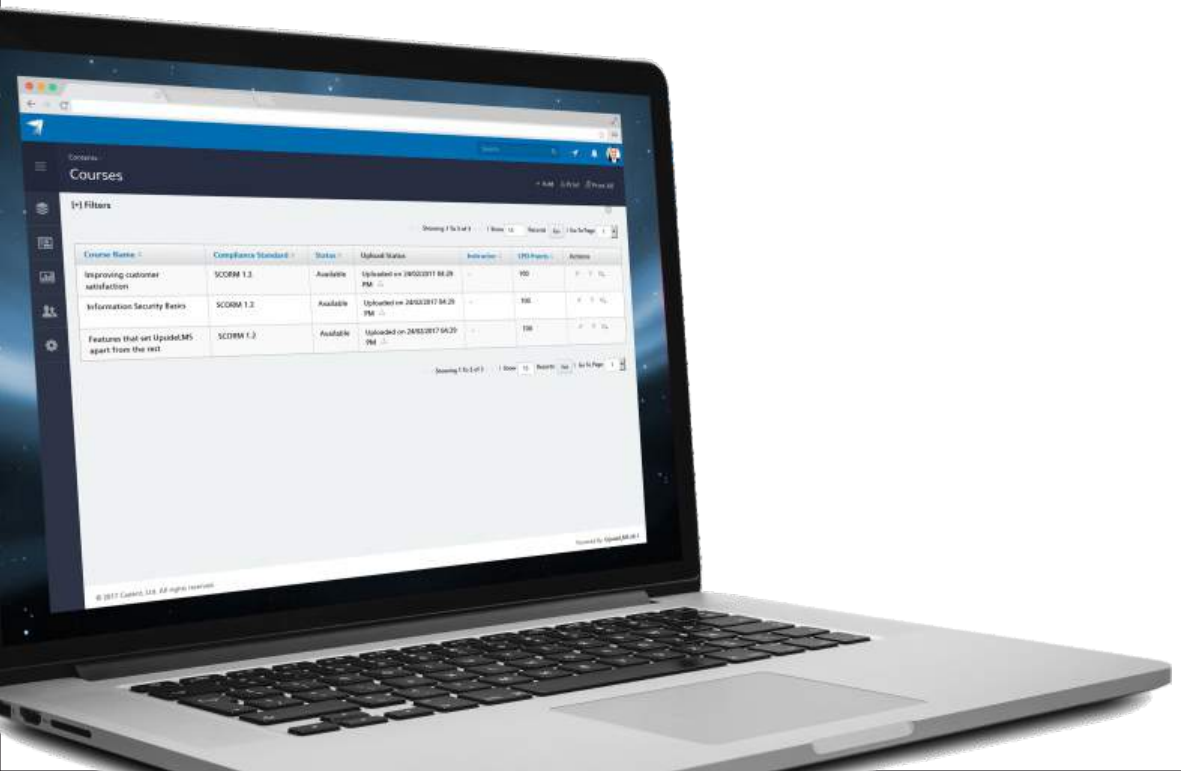
- Actionable blocks for quick overview of the key LMS modules along with easy navigation to them
- System Usage (Gauge Chart) for User Logins and Curriculum Completions
- Other key charts include: Man-hours (time spent on eLearning and ILT), Content Status (depicting content completion status for each learning element), Certification Status, Curriculum Status (total available curriculums, total assigned curriculums, along with Started, Not Started and Completed data)
- Other parameters tracked and reported: Most Active Users, Curriculum Performance

Learn More

Online Content Management

UpsideLMS provides flexibility to control portal-level content access while allowing portal admins to manage their own content with full security.

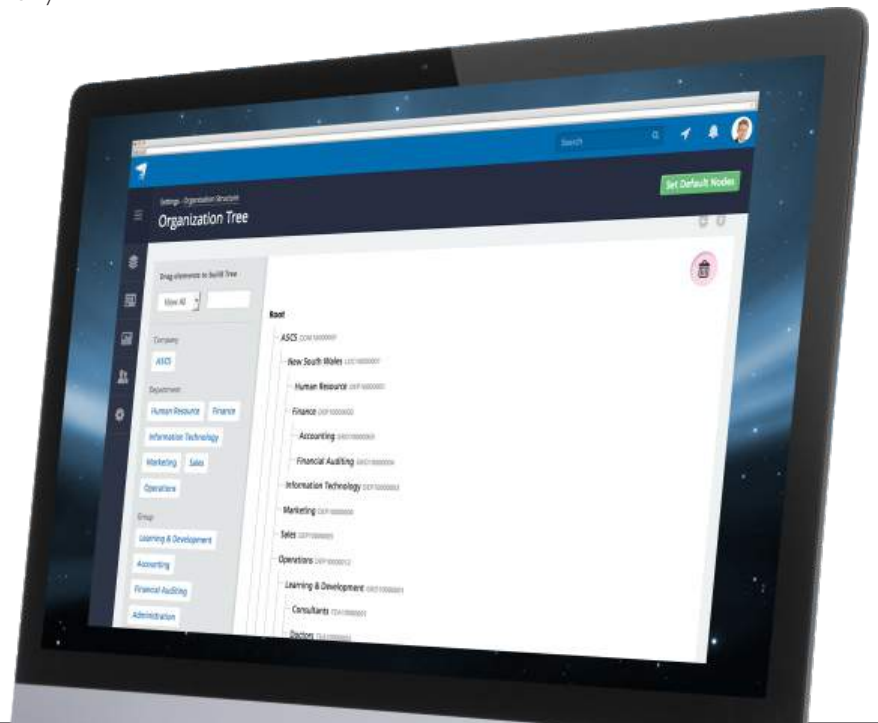
- Curriculum/s assignment to multiple portals at one go
- Flexible workflow definitions
- Variety of content supported
- Versioning/site rollback
- Templates for content repurposing
- Curriculum Content Visibility Management
- Seamless exporting/publishing of authored courses
- Curriculum Bulk Assignment

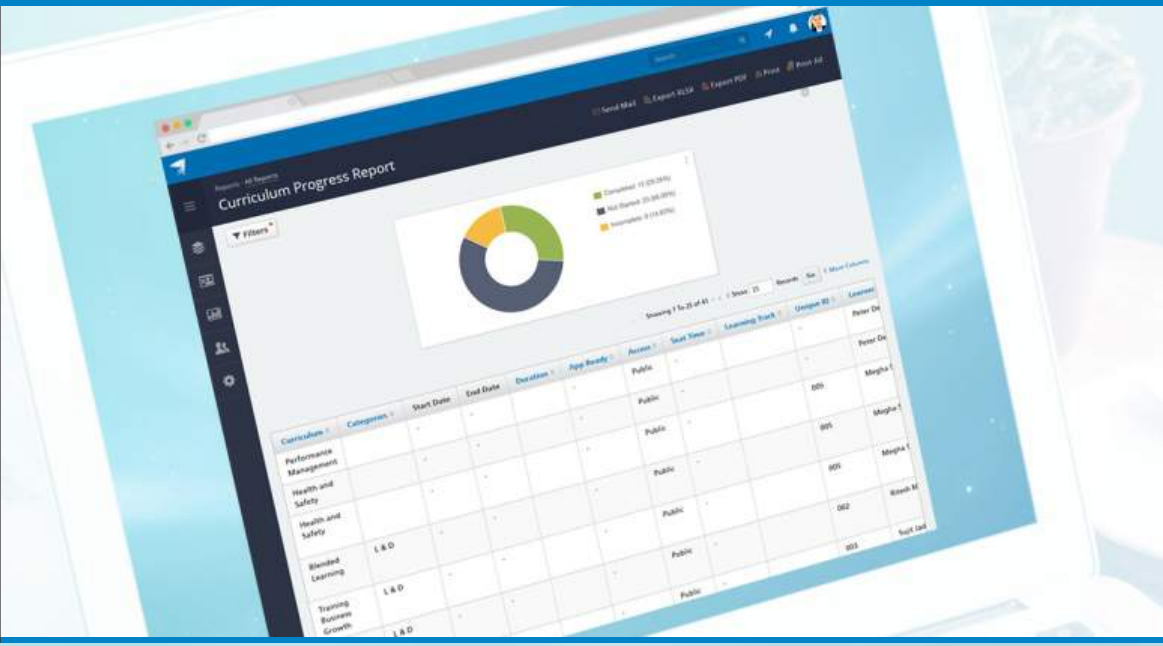


Configurable Organization Structure/ Hierarchy

Map your organization hierarchy, irrespective of levels and complexity, with ease. Align user, content, and reporting permission with the defined hierarchy.

- Configure organization levels as per organization structure
- Map and manage the simplest to the most complex organization hierarchy
- Intuitive interface to easily build organization hierarchy
- Define and manage your organization with multi-lingual support
- Multiple methods to define organization modules- Upload, Form-based and Drag & drop
- Map users to multiple nodes within an organization hierarchy
- Ability to move any organization node along with child nodes and user data using simple drag and drop feature
- Ability to draw reports and filter users using their mapping to organization hierarchy





Support for Direct and Indirect Reporting

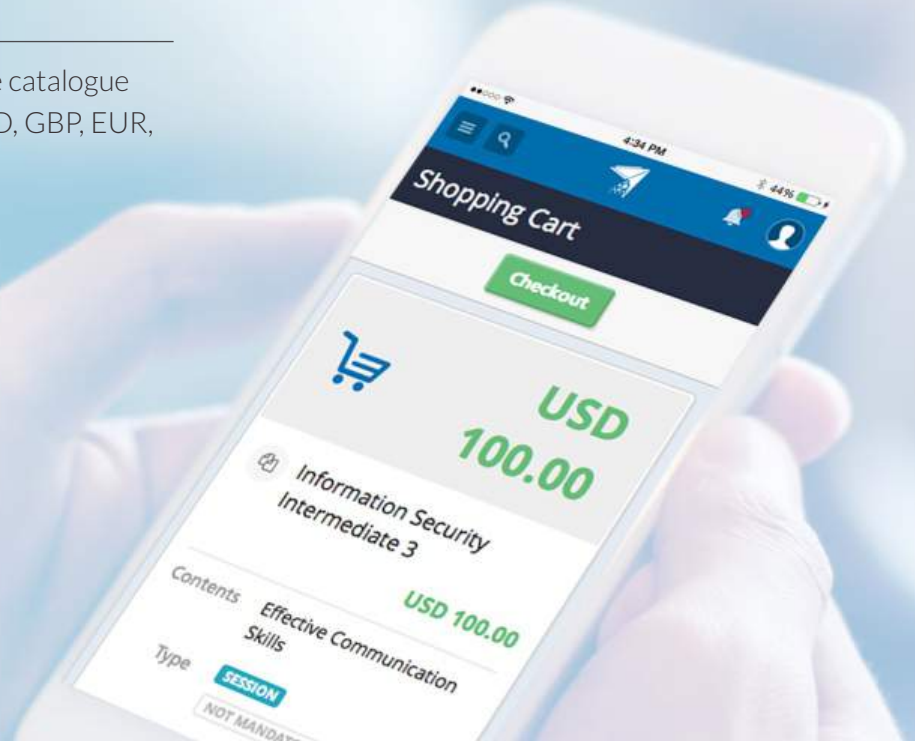
Map a user to a Direct and multiple Indirect Managers (Supervisors) with UpsideLMS' Hierarchy Management tool.

- Ability to map users to Line Manager and Indirect Manager(s)
- Line Managers and Indirect Managers can clearly bifurcate between their direct teams (for whom they have been marked as Line Manager) and extended teams (for whom they have been marked as Indirect Manager)
- Ability to share events with direct and extended team members for Line Managers and Indirect Managers

eCommerce

Sell training materials online, easily and securely.

- Completely integrated eCommerce module
- Configurable to use with third party payment gateways like Paypal, Eway or other such services
- Secure and automated features
- Integration with primary website catalogue
- Currencies supported: USD, CAD, GBP, EUR, AUD, INR



Client SUCCESS STORY

Red Scout

Red Scout is one of the fastest growing online training businesses for the beauty industry and needed a partner like UpsideLMS who have a learning portal that looks good and enables us to extend the beauty industry 'image expectations' into the learning space for beauty advisors. We also needed a learning portal that had intuitive navigation to ensure the front line sales staff could access and complete their online training easily and with confidence.

UPSIDELMS

More than just A SAAS LMS

Enjoy quick deployment, lower set-up costs, plus free technical support and regular updates with UpsideLMS. Distributed geographically, it leverages the strengths of leading Cloud provider, Microsoft Azure, to give you the best security, scalability and reliability.

Data Security

Absolute data (content and user data) isolation between portals to ensure full data security.

- Independent UpsideLMS Instance deployed for each client
- Physical separation of DB provides added security to client data.
- Version updates and upgrades are configurable and managed smoothly with minimum downtime.

Scalability

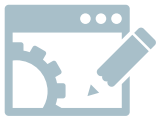
- Multiple portals or licenses on one system
- Supports nested departments or groups
- Customizable roles and levels of access
- Supports clustered servers

Cloud-based LMS

UpsideLMS Cloud leverages the strengths of leading Cloud provider, Microsoft Azure.

- High availability
- High user concurrency supported
- Can be deployed on a cloud in a geography of preference

Configurability



- Configurable learner login screen (by Admin)
- US or European date formats
- Configurable user registration and information pages
- Brandable masthead, footer, home page and style sheet
- Fully configurable course catalog

UPSIDELMS

More than just

A GREAT PRODUCT

Hassle-free Tech Support

Time-zone differences between the UpsideLMS team and its clients geographically dispersed offices are taken care by UpsideLMS' free, round-the-clock technical support. Apart from a dedicated team of Programmers, QAs and Tech Support personnels led by a Project Manager that works on the project, UpsideLMS' 365x24x7 Support team gives all clients an added assurance of a platform that works uninterrupted.

> After considering a number of providers, we ultimately chose Upside because of their ability to identify and champion these requirements whilst also offering strong technical support post-launch.

Fitness First

Great Team and Processes

The UpsideLMS teams works on a single motto - to deliver high customer satisfaction through every step in the LMS process at every single touch point. Right from LMS Solutioning through Client Onboarding and LMS Implementation to post Support and Service, the UpsideLMS team is well equipped to handhold, guide, support, and work alongside the client's team to drive LMS success.

> I have been pleasantly surprised with the speed and ease of deployment. The quality of Upside's project management and implementation team made the geographical distance between us a non-issue.

safestore

Progressive Innovation & Upgrades

As a company based on continuous innovation, UpsideLMS explores new technological avenues and develops advanced and innovative tools for UpsideLMS, which are passed on to all of UpsideLMS' clients as a part of its FREE upgrades. Some of the upcoming innovations in UpsideLMS' product roadmap include* -

December 2018

- New and Interactive Dashboards for Learner, Manager, and Admin
- Enhancements to Reporting / Analytics - smarter and more visual reports
- Enhancements to Classroom Training Module
- Comprehensive Calendar view to include quick access and enrollment to Sessions
- Integration with SMS Gateways - to allow the system to send SMS/text message notifications (in parallel to email notifications)
- Chatbot (Beta)
- Introduction of Learner Assistant
- FAQs, Support, and Subject Matter Queries

Things in consideration for first half of 2019

- New modules for Manager and Trainer Feedback
- Learning Path Module
- Performance Management and Evaluation Module to enable planning, monitoring and reviewing team's work and learning
- Upgrade of Chatbot module to include components of AI to create a smarter learner experience

**these are subject to change/ modification based on industry trends/ client priorities.*

UPSIDELMS

Server

- Windows Server 2012R2 64-bit Standard Edition
- Apache Tomcat Server 7
- Apache Server 2.4.20
- JDK 7
- MS SQL Server

Mobile OS compatibility (only Learner-side)

- iOS 8.4, 9.3.2, 10 (Safari 8, 9)
- Android 4.4.2, 5, 6.0.1 (Chrome 54.0.2840.68)

Browser compatibility

- IE 9, 10, 11; Chrome 55.0.2883.87 m; Firefox 50.1.0 on Windows 7 and 10
- Safari 9.0.1; Chrome 55.0.2883.95; Firefox 50.1.0 on MAC OS - X 10.11.1

UpsideLMS Mobile App

- iOS UpsideLMS Mobile App requires iOS 11.0 or higher
- Android UpsideLMS Mobile App requires Android 7.1.1 or higher

Learn More

Our Clients

UPSIDELMS

"The quality of UpsideLMS' project management and implementation team made the geographical distance between us a non-issue."

"We required a Learning Management System that would grow with us."

"We ultimately chose UpsideLMS because of their ability to identify and champion these requirements whilst also offering strong technical support post-launch."

"The value for money is excellent."

UPSIDELMS

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