

# data sheet

## Saba Learning Commerce

### Benefits:

- Drive higher customer education revenues and profitability
- Improve customer loyalty
- Create efficiencies for both customers and staff

### Features:

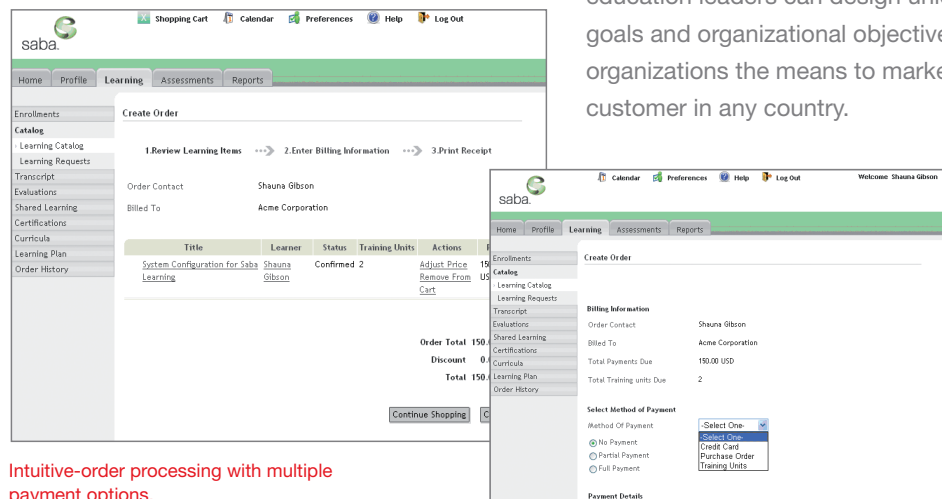
- Flexible pricing models to support different types of customers and different business processes
- Easy management of pricing in multiple currencies
- Email marketing campaigns to drive revenues
- Multiple payment methods, including real-time credit-card processing and purchase orders
- Prepaid training agreements
- Private classes
- Content subscriptions for set time periods
- Extensive configurability of customer education business processes

Customer education programs enable organizations to create new revenue streams, provide more complete solutions to business problems, improve customer loyalty, and make it harder and less desirable to change suppliers. But many companies fall far short of their customer education goals by attempting to use learning management systems designed solely for internal use to meet the unique requirements of external customer education efforts.

Traditional learning management systems often don't work for customer education. Successful customer education requires:

- Support for proactive marketing activities to customers
- Management of multiple price sets for different customer segments
- Support for multiple payment methods
- An effective strategy for making learning an integral part of a company's core offering

Saba Learning Commerce is an optional module within the Saba Learning Suite, offering customer education organizations the most comprehensive capabilities available for marketing and selling learning that best serves customers. With functionality that can be configured to fit different customer education business processes, customer education leaders can design unique programs that meet their revenue goals and organizational objectives. Saba Learning Commerce gives organizations the means to market learning to any possible type of customer in any country.



The screenshots show the Saba Learning Commerce interface. The left screenshot displays the 'Create Order' page with a table of items and a 'Continue Shopping' button. The right screenshot displays the 'Billing Information' and 'Select Method of Payment' sections.

Title	Learner	Status	Training Units	Actions	Price
System Configuration for Saba Learning	Shauna Gibson	Confirmed	2	Adjust Price Remove From Cart	150.00 USD
			<b>Order Total</b>		<b>150.00</b>
			<b>Discount</b>		<b>0.00</b>
			<b>Total</b>		<b>150.00</b>

The right screenshot shows the 'Billing Information' section with the following details:

- Order Contact: Shauna Gibson
- Billed To: Acme Corporation
- Total Payments Due: 150.00 USD
- Total Training units Due: 2

The 'Select Method of Payment' section includes a dropdown menu with the following options:

- Select One
- None
- Partial Payment
- Full Payment
- Credit Card
- Purchase Order
- Training Units

Intuitive-order processing with multiple payment options.

Drive higher customer education revenues and profitability

With the flexibility to address their unique customer demographics, organizations using Saba Learning Commerce can increase margins and make their customers more successful with their products. Organizations can better market and sell learning

### **Saba Advantage**

#### ***Saba Is the Industry Standard***

With more than a decade of experience, Saba is the people management standard across multiple industries, including financial services, healthcare, government, high technology, professional services, and others. Saba has the broadest world-class customer base in people management — spanning more than 1,300 customers and 17 million users — and some of the industry's most successful deployments. Since its inception, Saba has worked alongside companies that are admired for their ability to gain competitive advantage through their people practices to both develop and deploy enterprisewide people management systems that deliver return on investment.

#### ***Customer Success***

Real-world experience has taught us user adoption is what drives customer success. That's why Saba's innovative people platform is designed with user engagement in mind. It focuses on connecting people to each other and to your future organization. Saba also provides comprehensive services to ensure ongoing customer success: strategic consulting to develop governance, content, and competency models; implementation services built around customer needs; initial and ongoing education services; and world-class customer support.

#### ***Unmatched Global Delivery***

Saba's worldwide base of customers and operations spans five continents. We have a local presence, including sales and support offices, in all key markets in which we operate. Our platform is available in 26 languages and is deployed in more than 150 countries. Our global capabilities are further extended and reinforced by a partner ecosystem of leading technology and services providers such as IBM and HP. Finally, Saba's platform provides the same world-class capabilities whether it is deployed on-premise or as Software-as-a-Service (SaaS).

to customers with special offers and discounts and execute email campaigns targeted at specific segments. Discounts can be applied to line items or full orders. In addition, Saba Learning Commerce lets organizations sell content “subscriptions” to users, granting access to a specific piece of content for a set period of time. It also allows them to offer customer-specific private learning classes.

#### **Familiar E-Commerce Interface**

Saba provides easy-to-use, self-service capabilities for customers to shop for learning using familiar e-commerce metaphors. Customers can browse select elements of the catalog anonymously or log in to get a highly personalized view of the system. And Saba allows organizations to reach customers globally by supporting multiple currencies and languages in a single system.

#### **Convenient Order Processing and Payment**

With Saba Learning Commerce, customers get a convenient and seamless ordering experience, and organizations spend less time on tedious call-center requests for special payment options. Saba supports real-time credit-card processing with multicurrency support. In addition, customers can pay with checks, bank drafts, wire transfers or purchase orders, or use prepaid training agreements. Saba can pass orders to a financial system for invoicing and subsequently track the invoice status for users and administrators.

Because revenue recognition policies can vary drastically for different types of learning, Saba's order management process is designed to be very flexible, so that your orders get processed and revenue recognized within your own corporate guidelines.

#### **Improve customer loyalty**

Deployed as part of the Saba Learning Suite, Saba Learning Commerce enables your organization meet its revenue and customer loyalty goals. It offers the most comprehensive capabilities available for marketing and selling learning to best serve your customers. Extensive configurability and a world-class architecture give customer education organizations the best ownership experience and an engaging user experience that they can confidently present to their valuable customers.