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Saba Centra Professional Services

Centra offers an unparalleled portfolio of professional services to help you maximize the value of your e-learning investment. Customers consistently find that utilizing Centra services helps them achieve greater productivity, faster time to production and remarkable long-term success.

The most experienced professional-services staff in the industry stand ready to assist you with a wide range of services for every need. Our role is to ensure your satisfaction and your success as you plan, design, develop, implement, maintain and grow your business through the use of Centra products.

For More Information on Centra's Services

Please visit us at www.saba.com, or contact your local sales representative to learn more about Centra Professional Services.

Serving You

Centra professionals understand that every organization is unique. We work with you to identify your business goals and objectives and to map your learning implementation strategy to meet business needs.

Our multistep consultative approach and methodology, which has been verified through hundreds of successful customer implementations, ensures that your implementation is fast and successful now and in the years to come.

We Can Help

Because we understand the changes your organization will experience with the deployment and implementation of any new technology, Centra offers comprehensive services focused on:

- Strategic project management
- Business consulting
- Technical consulting
- Education consulting
- Learning and training
- Content development

Professional Services

Centra's unique implementation methodology consists of time-tested phases, including:

Planning

The objective of this phase is to ensure a clearly identified project scope and strategy. We will work with you to define the roadmap, roles and responsibilities of the project.

Technology

During this phase, Centra technical professionals work to ensure your environment is configured, installed and certified.

Process

This phase focuses on your project team. We work with you to execute the project plan, measure results, implement any needed corrective actions and manage any issues that may arise.

People

In this phase, we focus on the effective use of Centra's e-learning products and best practices for online collaboration. We work to train the project team, the system administrators and the help-desk professionals.

Validation

During this phase, we conduct a series of events to ensure the product strategy adequately prepares and supports your virtual community.

Go Live

At Go Live, we work with you to ensure that your production implementation goes smoothly and that knowledge transfer has been accomplished to you and your team.

Assessment

With this phase, we help you examine, analyze, review and report to ensure your future e-learning is as successful as possible.

Our Specific Approach

The structure of our methodology is comprehensive and complete. Under the umbrella of this full-service strategy, we offer specific services such as:

- Strategic project management
- Business consulting
- Technical consulting
- Education consulting
- Learning and training
- Content development

Strategic Project Management

Centra offers strategic project-management consulting to ensure your project is completed on time, with the maximum leverage of resources and cost-effectiveness. With strategic project-planning services, you know where your implementation is every step of the way.

Business Consulting

Our business consulting services, from creation of a communication plan, to e-learning launch, through process design and implementation, to delivery of your first event, ensure you meet your target goals and objectives quickly, easily and successfully.

Technical Consulting

We work with you on architecture planning, critical application integrations, desktop certification and security review, and put in place a backup and maintenance strategy. Technical consulting services support you from needs assessment through launch, and on to the growth and evolution of your e-learning strategy.

Education Consulting

Unparalleled in the industry, Centra offers education-consulting services to organizations interested in building e-learning educational services. We can help by providing e-learning workshops, comprehensive e-learning and business modeling, and integration services to ensure your e-learning program is designed to meet your organizational learning needs.

Learning and Training

Since 1997, Centra has offered full-service, best-practice training, ensuring that for every role and function there are appropriate learning and training programs. We offer training for:

- Leaders
- Content developers
- Event managers
- Help-desk professionals
- System administrators

Centra Content Services

From needs analyses, to task analyses, to content and information creation, through to rollout and delivery, Centra Content Services offers expertise to meet your needs.

In addition, Centra now offers new services to help you architect, design, create and implement content and information for Centra Info Guide, including:

- Needs assessment and performance support
- Information architecture
- Style-guide creation
- Information and content hierarchy design
- Assistance with context-sensitive help
- Other options for information access
- Training on Centra Info Guide