

# Partnered Service

## OVERVIEW

The CompassLearning Partnered Service Program provides high-level technical training, as well as technical support for each Partnered District System Engineer (PDSE) for customers who have completed one year of Basic or Premium service.

The training is designed to give you, the professional, the in-depth knowledge needed to ensure that your CompassLearning systems are running at peak efficiency.

## CORE PROGRAM

Each qualified PDSE will be provided:

- Annual PDSE technical training
- Comprehensive product and support awareness to successfully manage your curriculum software support needs
- Access to the Technical Services Helpline
- Newsletter and technical tips from our Services department
- Transition Technical Services (between implementation and PDSE training)
- Product updates
- Customer Support access for PDSE and/or site personnel

## OPTIONAL ADD-ON SERVICES

- Core package for additional PDSEs

## BENEFITS

Designed for school districts that choose to service their educational software needs internally.

- Empowers your technical staff with the knowledge and capability to efficiently support their CompassLearning products
- Provides a comprehensive self-support alternative to onsite service
- Offers a strong partnership opportunity maintained through ongoing support for both your district's technical staff and onsite educators
- Acts as a "safety net" for the risks of self-service software support

## SITE RESPONSIBILITIES

Each PDSE bears the primary support responsibility for the CompassLearning software implementation at his or her respective sites.

- The partnered district is responsible for airline, hotel, and other travel-related expenses incurred by a PDSE.
- Minimum skill recommendations will be provided to prospective Partnered Service customers.



Engage, think & learn.

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[www.compasslearning.com](http://www.compasslearning.com)

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