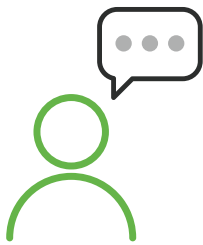


# BIZ LIBRARY

## PARTNERSHIP

The BizLibrary Client Success team provides the partnership, support, and resources needed for managing a successful employee learning program. By providing best practices and guidance on gaining leadership buy-in, developing marketing and communication plans, and executing flawless program management, you can truly overcome business challenges within your organization.



### COMMUNICATION

Through BizLibrary's high-touch communication model, clients have regular and meaningful strategic calls with their Client Success team to discuss their training program progress and challenges to continuously improve and drive results.



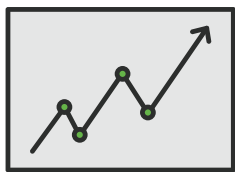
### NEW PROGRAM LAUNCH

Whether implementing a training program for the first time, relaunching, or beginning a new initiative, our Client Success team helps clients to plan, execute, and evaluate the success of programs.



### LEADERSHIP BUY-IN

Leadership buy-in is a critical factor in top performing clients' programs. The Client Success team works with clients to provide the data, information, and support needed to bring leaders into programs as fully engaged partners in the ongoing training and development of employees.



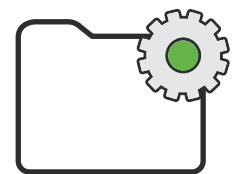
### DEVELOPING GOALS AND METRICS

Our Client Success team works diligently with clients to set goals and then measure progress towards those goals in regular program review meetings. We can offer guidance for appropriate goals and milestones at every stage of an employee learning and development program.



### MARKETING

We've developed a comprehensive set of plans and ongoing marketing materials to help any client effectively market the purpose and value of online employee training and employee learning and development.



### PROGRAM MANAGEMENT

To make sure program managers are prepared and ready, the Client Success team works to ensure a high level of proficiency. We ensure your team truly understands the BizLibrary solution and how to apply it to deliver results, has an effective strategic learning plan, and is engaged in frequent, regular, and meaningful communications.