LAMBDA SOLUTIONS LEARNING MANAGEMENT SYSTEMS IN THE CLOUD

MANAGED HOSTING, SECURITY, SUPPORT & FULL CONTROL OF YOUR DATA

Lambda's Learning Solution is the complete learning management system package, designed to reduce the cost of training, increase engagement with training programs, and avoid the technical hurdles associated with managing your own learning environment. The solution begins with Moodle or Totara Learn—the world's most popular open-source LMSs—then expands with a sturdy foundation of enterprise infrastructure paired with expert service, a robust and intuitive reporting and analytics solution, and support included.

Our Cloud-based LMS SaaS solution includes everything you need to achieve your learning objectives. By partnering with Amazon Web Services (AWS), Lambda can bring the highest performing solution both in software responsiveness and reliability to you. Specifically—systems, applications and data will be delivered over the internet from the 'cloud' so that you benefit from on-demand access to highly available cloud storage, high performance computing and durable database technology. This differs from traditional storage and performance-bound managed hosting where systems are not scalable and over usage fees are costly. No matter which hosting plan you opt for, you are guaranteed included upgrades, 24/7 system monitoring, daily backups, SSL, and basic packaged pre-installed community plugins for a harmonious LMS experience. The level of ease and security increases as you move up to our professional and enterprise packages, which include the complete community plugins suite, as well as many other top-priority features.

- Create courses and upload unique content (SCORM, PDFs, Documents, and Media)

- Easy to use rich content-authoring environment (includes exam authoring)

- Track learning across activities and view results with Zoola Analytics' powerful reporting

- Supports different learning approaches including instructor-led training (blended), self-paced learning, and competency-based education (CBE)

- Mobile learning with a responsive framework

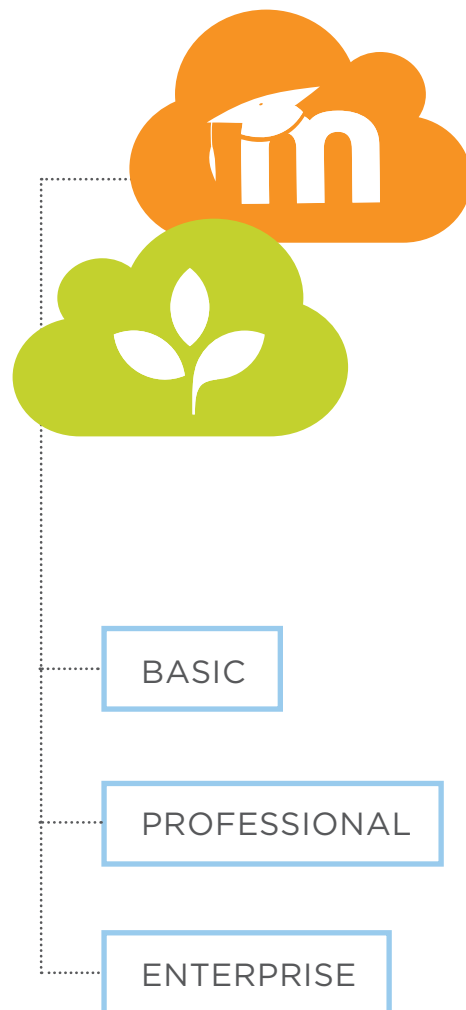- Cloud-based deployment, specialized system processes and upgrades

LET'S FIND THE PERFECT PACKAGE FOR YOUR ORGANIZATION

Our **Basic Plan** is great for fresh, growing organizations that have between 500 to 3,000 users who require an LMS solution offering course authoring, some general reporting, and don't require the more robust features of video conferencing. The Basic Plan also includes 10 GB of storage, up to 5 hours of application support, and the Basic suite of packaged plugins.

Organizations that have between 500-5,000 users and require a more robust solution will find the **Professional Plan** a good match. This option offers unlimited support, the Lambda Liquid configurable theme, a temporary testing site, multi-lingual content, and Zoola™ Analytics. It also includes an encompassing list of packaged plugins, such as web conferencing plugins (eg. Adobe Connect, BigBlueButton) and activity-based plugins (eg. Poodll, extra question sets from Open university, and extra text editing features for Atto Moodle's Rich Text Editor).

For organizations with over 1,000 users or the need for custom plugins or a dedicated environment, there is the all-powerful **Enterprise Hosting Plan**. This package includes an expandable 150 GB of storage, application support, the Lambda Liquid configurable theme, all packaged plugins, and a dedicated cloud. A dedicated cloud allows Lambda to work with you to tailor a solution to better meet your needs, as a dedicated environment offers greater autonomy over the hosting platform configuration (Apache, PHP, MySQL).

For the full list of Lambda's Packaged Plugins, **please contact us**.

BASIC

PROFESSIONAL

ENTERPRISE

❝❝ We call what you guys do a managed hosting solution, where you are hosting but we have full control and ownership over what we do with Moodle LMS, which is the relationship we were looking for. ❞❞

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Features	Basic	Professional	Enterprise
Active Users[1]	500 to 3,000	500 to 5,000	1000+
Learning Management System	Moodle or Totara Learn	Moodle or Totara Learn	Moodle or Totara Learn
Packaged Community Plugins[2]	Starter	Starter + Complete	Starter + Complete + Add Your Own[2]
Add Custom Developed Plugins[2]			✔
Configurable Theme[3]	✔	✔	✔
Access to Lambda Learning Space[4]	✔	✔	✔
Simple Search	Included in Moodle	Included in Moodle	Included in Moodle
Solar Search (Advanced)	Add-on	Add-on	Add-on
Implementation	Paid Add-on	Included	Included
Upgrades	✔	✔	Included | Optional LTR support[5]
Integration to Third-party Systems	API + Totara HR Import[6]	API + Totara HR Import + 4 hours setup[6]	API + Totara HR Import + 4 hours setup[6]
Single Sign-On (i.e. LDAP, SAML, etc.)	Add-on	✔	✔
Zoola Analytics	Add-on	✔	✔
Zoola Implementation	Add-on	✔	✔
LRS (Learning Record Store) for xAPI / TinCan Data includes 50GB Storage (expandable)	Add-on	Add-on	✔
LRS Zoola Connector	Add-on	Add-on	✔
Support	Email (Up to 5 Hours)	Email & Phone Unlimited	Email & Phone Unlimited + Priority Tickets + Dedicated Agent[7] + VIP SLA
Virtual Classroom (Web Conference)	Add-on	Add-on	Add-on
ecommerce Course Storefront		Add-on	Add-on
Hosting	Shared	Shared	Dedicated
Uptime Guarantee	99%	99.9%	99.9%
Storage	10GB (Expandable)	100GB (Expandable)	150GB (Expandable)
Backups and Disaster Recovery	Daily, stored 7 day	Daily, stored 7 days	Every 12 hours, stored 15 days
Unique URL (Domain Name)	✔	✔	✔
Access to Course Backups and File Repository		✔	✔
Staging Test Site (periodic refresh)[8]		1	1
Development Site (with GIT repository)[9]			Add-on
High Availability			Add-on
Data Center Location	Canada or US	Canada or US or EU or AU	Canada or US or EU or AU

All Plans Include:

- Unlimited Monthly Data Usage[10]

- 24/7/365 System Monitoring with Incident Response

- SSL Certificate

Staging and Development Sites

- Staging sites are limited to 6 months of data up to 25 GB of storage. Staging sites provide a safe place for organizations to test features as well as validate processes and workflows

- Development sites start with 25 GB of storage (additional storage options available). Development sites are for organizations that want to develop plugins and need a place to deploy and test code

Staging and Development sites are limited to non-production use only and do not include course backups stored as well as site backups. Staging and Development sites do not include a service level agreement (SLA).

Learn More About Enterprise Plans

- Dedicated Cloud: A Lambda specially tuned environment for a single-tenant with an isolated network, compute and storage layers with no noisy neighbours that affect performance.

- VIP Support:

  - Top of the queue: Shorter First Reply time and Next Reply time

  - Priority Support Tickets: VIP support tickets are triaged first over regular support tickets

  - Dedicated Support Agent: A single point of contact for questions or problems.

- Site snapshots (backups) every 12 hours, stored for 15 days at a time.

- Staging Test Site: periodic refresh is when the site will be erased and replaced with a new copy of the production site in advance of a major upgrade or upon request up to a maximum of 4 additional times

- Optional Add-Ons:

  - Development Site with GIT repository: For enterprises that want to deploy code to new and existing digital eLearning experiences, a development site that is connected to a GIT repository that will automatically rebuild upon a code push.9

  - High Availability hosting: By default, hosting is designed to be durable and remove single points of failure—but what if something catastrophic happens? Our "High Availability" add-on keeps two copies of your site synced in different data centres within the same region, distributing the users visiting your site between the two copies. If one site goes down, the other takes up the slack. No more storing all your eggs in a single basket.

Additional Storage

  - Additional storage can be purchased in blocks of 50 GB and 100 GB

WHAT DO WE MEAN BY "INCLUDED SUPPORT"?

Professional and Enterprise clients are able to contact Lambda Support and receive application support within the stated business hours without a restriction on the number of hours of support or the number of requests for support (Customers are limited to 3 support contacts)

WHAT CONSTITUTES AN "INCLUDED UPGRADE?"

Upgrades will occur throughout the year and will include major and minor releases. Lambda conducts upgrades to help ensure security and to offer the best Totara/Moodle learning solutions on the market.

ABOUT LAMBDA SOLUTIONS

As an LMS solutions provider, Lambda Solutions manages, hosts and supports some of the world's largest Learning Management Systems, helping to deliver online learning and training for over one million users. We're different because we're data-driven—we built Zoola Analytics to extend and enhance the reporting capabilities of Moodle and Totara Learn. With access to all learning data, you can drag-and- drop to create reports on any aspect of learner and course activity—in minutes. Lambda Solutions also provides LMS training and certification, set-up/configuration, data migration and integration, and development services.

We want to talk to you if you're looking for reliable Moodle or Totara hosting and support, if you need customization and consulting for your existing system or, if you need a solution with robust reporting capabilities for your LMS. Our solutions combine a choice of robust hosting platforms, seamless integration with your enterprise applications and friendly, easy to access support. For more information, visit **www.LambdaSolutions.net**.

1 An Active User is an account (administrator, manager, instructor, learner, etc) that has logged in at least once within the service start and renewal date.
2 Plugins are installed by Lambda Solutions, only after successful validation of their compatibility with Moodle or Totara and a check of their security level. Lambda reserves the right to not install or remove plugins deemed as harmful, problematic, or unsupported. Additional plugins added to eligible packages require a Non-Packaged Plugin Installation and Upgrade Subscription (up to 5 plugins) which includes a plugin review, installation, evaluation to help determine compatibility with a newer version of Moodle/Totara, and upgrade of the plugin when new versions are released by the plugin maintainer.
3 Basic Plan Totara: Basis Theme Basic Plan Moodle: Boost, Moove | Professional and Enterprise Totara plans: Basis | Professional and Enterprise Moodle plans: Boost, Moove, and Essentials
4 Implementation and training participants get continuous access to the online courses for Moodle and Totara Learn for just-in-time learning as well as live and recorded Master Classes provided through Lambda Learning Space (LLS). A one-time implementation phase is included with Professional and Enterprise packages and offered as a required one-time add-on for Basic Packages. Implementation is a series of virtual sessions delivered using web conferencing software by an LMS implementation expert
5 LTR (Long Term Release) Lambda offers clients the option to stay on a supported version of Moodle or Totara that has been selected for a long-term release. Minor upgrades will be applied; however, major upgrades will be delayed until the LTR is no longer supported or if a client decides to move to the newest supported Moodle or Totara version Lambda offers.
6 Totara HR Import is a feature only available for Totara Learn
7 A Dedicated Support Agent is a primary point of contact for ticket routing and communication. Secondary routing may occur to ensure tickets response times are met, specialized skills sets assigned, and/or if a dedicated agent is out of office.
8 Staging Test Site with periodic refresh are a copy of the production site intended for testing and review. The Staging Test Site will be erased and replaced with a new copy of the production site in advance of a major upgrade or upon request up to a maximum of 4 additional times for Enterprise packages. Staging Test Sites are trimmed to the last 6 months of data. Staging sites do not include an SLA
9 Development sites do not include an SLA
10 Data Usage is the outbound and inbound data transfer from the data-center hosting the LMS via the Internet to users browsing content residing on the LMS or uploading files from a user's device to the LMS

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