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Organisational Profile

eCom was founded in 1996, and eCom USA joined the eCom business family in 2014. Continuity in ownership and management has enabled a strong culture of innovation and investment in our people. We are advocates for best practice within the industry and work closely with many organisations that support this focus such as the eLearning Network, eAssessment Association and IMS Global. We place a high importance on research and development - which is why we are at the forefront of learning technologies aspiring to be different and better.

eCom is a growing organisation where many of the staff have been with the company for more than 5 years and with a current staff total of 40, is recognised as living wage employer as well as an Investors in People Organisation, achieving Silver status in our most recent review. eCom are led by a mother and daughter team – Linda Steedman and Wendy Edie are Directors who provide technical and strategic leadership and our senior management team is made up of 5 women and 1 male. We are working towards ISO 9001:2015 Quality Standards, with a member of our team already an ISO accreditor.

Our Customer Base cuts across a number of industries and sectors, however they all have the same ‘problem recognition’ of a requirement to use information to educate, to make the workforce more compliant and productive.

We work with third sector brands such as the SAMH, Alzheimer’s Scotland and many more.

“...the eCom team has supported us through all stages of the project lifecycle, whilst offering expert e-learning advice to ensure our system is innovative and scalable to meet the current and future demands of our customers.”

Antony Quin, General Manager

Credibility & Integrity is an embedded value at eCom. We put a great amount of emphasis on this as project success is dependent on building trust at early stages of development.

We see all our client relationships as partnerships, working towards a common goal to achieve success. The Partnership approach is our Unique Selling Point. We are advocates for e-learning and good use of digital delivery. We support through all stages of projects, aligning good project management, resource management (for eCom and Partner teams) and knowledge sharing to create successful projects. We are professional problem solvers when it comes to technology and learning delivery, naturally applying this approach to all projects.
Our talented and experienced team are here to assist you every step of the way and all have something unique to contribute to your project.

**Colin McEwan**  
*Learning Technology Consultant*  
+44 (0)7838 255 031  
colin.mcewan@ecomscotland.com

Colin has spent the last 18 years engaged in projects across all industry sectors with a significant focus on delivering technical, digital and eLearning projects in the professional workforce area.

**Shona Smart**  
*Learning Technology Consultant*  
+44 (0)746 021 879  
shona.smart@ecomscotland.com

Shona has been working with Learning Technologies since the 1990s, gaining experience in the Further Education sector as a practitioner where she evolved from librarian to learning technologist.

**Emma Dickson**  
*SAAS Account Manager*  
+44 (0)1383 630 032  
emma.dickson@ecomscotland.com

With over 5 years’ experience in customer service and planning Emma is adept at managing projects from conception to completion and ensuring overall project success.

**Callum Snowdon**  
*Technical Analyst*  
+44 (0)1383 630 032  
callum.snowdon@ecomscotland.com

With a background in front end development, Callum works closely with our clients and Business Analyst team to understand and tackle client challenges.
All eCom products integrate with each other and with in-house standard based applications. Our products have Application Program Interfaces (API) that allow interchange of data with other systems, for example, HR and competency management tools to give seamless system performance to users. Our eCosystem approach provides a consultative service to gather requirements and present solution based on need.

G-Cloud 11 Solutions

- **eNetEnterprise**: Workforce Development
- **eNetSurvey**: 360 & Survey Solution
- **eNetLearn**: Accessible Learning
- **eNetAuthor**: Content Authoring
- **eNetEnterprise**: Management
- **eNetSurvey**: Social
- **eNetAssess**: Online Assessment
- **eNetBadges**: Recognise Achievement
- **eNetCoP**: Knowledge Exchange
- **eNetCRM**: Customer Relationship Management
- **eNetReports**: Business Intelligence
**eNetAssess™**

**Product Information**

Developed by eCom Scotland, eNetAssess™ offers an easy and effective delivery system for questionnaires and examinations - available 24/7.

Question authoring can be imported directly by uploading from other QTI sources or created as required and can include:

- Multiple Choice
- Multiple Response
- Math
- Short Answer
- Essay
- Drag & Drop – inline
- Customised

eNetAssess™’s simple content management facilities allow easy question creation with the option to add media in the question stem and answer and distracters. Questionnaires and tests can be set up with various levels of randomisation, complexity, feedback, algorithms and responses.

Benefits of eNetAssess™:

- Customisable off-the-shelf application
- Customisable question templates
- Customisable reporting
- Multi-organisational options
- Complex algorithms and metadata can be applied

**Solution**

eNetAssess™ offers easy and effective access to a variety of features including:

- QTI compliant content upload
- Question authoring
- Test creation
- Booking and scheduling
- Reports
- Scores
- Complexity - Adaptive
- Psychometric
- Feedback options
- Categories
- Authentication
- Formative and Summative testing
- Secure Browser option
- Certificate of achievement option
- eNetAssess™’s simple booking and scheduling tools allow trainers to be in control of their learners.
eNetSecure USB & HUB

**Product Information**
eNetSecure USB & HUB are both variants of eNetSecure and are for running assessments in a completely offline environment.

**eNetSecure USB Information**
The USB variant allows you to write assessment schedules to a USB or Storage device. The assessment can then be run by plugging the USB device into a windows desktop/laptop computer and launching the application. The candidate can then log into eNetAssess™, as if they were online, to complete their assessment.

**eNetSecure HUB Information**
The HUB variant allows you to write assessment schedules to a USB or Storage device. The assessment can then be run by plugging the USB or Storage device into a Raspberry Pi device and launching the assessment application. This starts a local web server, allowing other devices on the network to navigate to the Raspberry Pi’s web address and it loads the eNetSecure HUB assessment view. The candidate can then log into eNetAssess™, as if they were online, to complete their assessment.

**Compatibility**
The two variants provide the following compatibility;

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<thead>
<tr>
<th></th>
<th>Connection</th>
<th>Kiosk</th>
<th>Windows</th>
<th>Macintosh</th>
<th>Apple</th>
<th>Android</th>
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</thead>
<tbody>
<tr>
<td>eNetSecure USB (Hard Drive, USB or SD)</td>
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<tr>
<td>eNetSecure USB (HUB - Raspberry Pi)</td>
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*Can be achieved through use of eNetSecure and eNetSecure Mobile.*
The HUB solution follows this process;

1. **Micro SD/USB** plugged into training centre computer
2. **eNetSecure Admin** app securely downloads schedules
3. **Micro SD/USB** plugged into Raspberry Pi device
4. Raspberry Pi device is plugged into local network via Ethernet
5. Invigilator starts the local assessment web server
6. Invigilator is given a web address that is entered into the candidates computer
7. Candidates then sit the assessment and answer all questions
8. Micro SD/USB is unplugged from Raspberry Pi device and plugged back into the training centre computer
9. All details are stored on the Raspberry Pi device.
10. **eNetAssess** app is started and assessment answers are securely uploaded to **eNetAssess**
11. Results are calculated and the assessment info is now available online

**eNetSecure Mobile**

**Product Information**

eNetSecure Mobile is an application that allows you to run assessments from mobile/tablet devices through an Android or iOS application. By using Kiosk technology, the eNetSecure Mobile application stops candidates from using other mobile applications or visiting other websites while the assessment is running. This provides a layer of security to allow high stakes assessments to operate on tablet devices.

**Compatibility**

The mobile apps provide the following compatibility;

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<th>Connection</th>
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<th>Macintosh</th>
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<tr>
<td>eNetSecure Mobile</td>
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eNetLearn™

Product Information

eNetLearn™ is a cloud-based learning platform that allows you to deliver, track, report and evaluate your eLearning from a single dashboard.

eNetLearn™ is easy to set up, so you and your learners can start to benefit from the system quickly. It is enabled for desktop, tablet and mobile, giving learners more flexibility in where and when they learn, with better accessibility for training designers and administrators.

With real-time reporting on learner access and usage, you can boost engagement and provide better insight on your organisation’s learning and development.

Benefits of eNetLearn™:

- Quick and easy to get started.
- Easy to maintain and update
- Confidence of a secure system
- Efficient administration
- Organisation-wide access
- Accessibility for partners and external audiences

Solution

eNetLearn™ encompasses a wide range of features including;

- Easy to use learner interface and intuitive design
- Mobile-enabled delivery
- Real-time reporting for quick analysis
- Wide range of training formats supported e.g. video, audio, SCORM
- Company specific branding and options for further customisation
- News pages to communicate with learners
- Ability to add further resources to complement learning
- Category, programme and course hierarchy available
- Fully interpretable with HR Systems and Single Sign On (SSO)
- Full support from eCom Scotland Helpdesk

Training

eNetLearn™ training traditionally takes approximately two hours for system administrators and further resources can be provided to trained staff so that they can transfer information knowledge to other users if required.

Top-level agenda statements for eNetLearn™ training are as follows;

- Overview of eNetLearn
- Setup of course hierarchy
- Add/edit/remove courses
- Add/edit/remove resources
- Add/edit/remove users
- Integrations (if applicable)
- Reporting function and how to view/edit
**Product Information**
eNetReports™ is a business intelligence product introduced by eCom to allow extended reporting facilities for our customers by way of self service.

The product’s goal is to allow reports to be created directly by our clients without the need for additional development incursion. This means that in the long run, the eNetReports™ tool can make your solution more cost effective as no new reports need to be developed.

In addition to this, we find that because our clients have extended reporting facilities – the ability to create reports allows more business flexibility and ad-hoc reports can be generated for very specific data sets that would be in otherwise inaccessible or difficult to collate through traditional means.

**Solution**

- Full control over reporting and business intelligence.
- Build reports using a drag and drop interface.
- Create dynamic reports which are data bound and can be exported to a multitude of formats.
- Include external data in your reports to have aggregate information from multiple files/systems/databases/warehouses.
- Role permissions are available on a per report basis to allow organisation control over your analytics and any sensitive data.

**Training**

- Overview of eNetReports™
- Walkthrough of the eNetReports™ Designing interface
- Cover the structure of reports and how to data bind them
- Exercise: How to create your first basic report
- Exercise: How to create intermediate and advanced reports
- Assigning roles to reports
- Accessing reports as the end users & filter options
eNetAuthor®

Product Information

eNetAuthor® is a cloud-based authoring tool for eLearning teams, which manages projects from concept to delivery.

You can quickly create high quality and engaging eLearning content without any specialist knowledge. There are advanced features for experienced users, giving complete control of content design and styling. It is easy to publish, restyle and reuse content, which is fully responsive.

Real-time project insight supports the management of eLearning creation and delivery. With enhanced communication and seamless transition between project stages, eLearning teams can work more effectively.

Benefits of the eNetAuthor®:
- Containers allow the development of a customised style
- Easy to get started with course templates
- SCORM objects can be downloaded for upload into other applications such as eNetAssess™
- Integrated and resources make authoring easy
- Code View and Properties View gives ultimate control over styling
- SCORM and xAPI compliant.

Solution

eNetAuthor® provides the following functionality to its users;
- Cloud based tool-enabled tool allowing teams to work anywhere and collaborate with team members around the world.
- Easy to use, with content authored using drag and drop.
- Storyboarding and all resources held in one place.
- Reviewers see the real picture with the on-screen responsive review mode giving a true representation of how the course will look.
- Customisable dashboard with real-time insight and management widgets including planning, project status, task completion and calendar.

Training

eNetAuthor® training takes approximately three hours for system administrators and further resources are provided within the tool through the support section as well as other resources being free for utilisation such as our YouTube channel.

Top-level agenda statements for eNetAuthor® are as follows;
- Dashboard overview and project management features
- Containers creation/edit
- How to create a project
- Objects overview
- Properties Bar overview
- Code View overview
- Review mode overview
- Course download options
- SCORM object download options
Product Information

eNetBadges™ is a digital micro-credential tool to recognise learning experiences and achievement. It is an invaluable tool for improving engagement with corporate training, creating a staged approach to accreditation or providing more structure to the CPD process.

eNetBadges™ allows you to authenticate, issue and management your organisations own branded Open badges which can link to the Mozilla Backpack. The badges metadata includes information about standards achieved, criteria, evaluation and evidence of work.

Learners can use their Backpack account to store badges and evidence them in ePortfolios, CV's and social media.

The benefits of eNetBadges™ are as follows;

- Credit employees for the skills and knowledge important to your organisation
- Manage re-accreditation and compliance using time-limited badges
- Build more value into in-house learning
- Create a staged approach to a larger goal using stackable badges
- Recognise non-formal learning and evidence competency and skill
- Manage re-accreditation and compliance using time-limited badges

Solution

eNetBadges™ offers the following features;

- Fully open badge compliant
- Integrate with your learning management system via an API
- Verifiable badges, encoded with unique data on issuer and badge standard
- Badges are transferable and can be accessed out the awarding organisation
- Support on developing the workflow, roles, standards and processes for your open badges offering.
- Full support from eCom Helpdesk.

Training

Top-level agenda statements for eNetBadges™ training are as follows;

- Creating/editing badges
- Setting up standards for badges
- Creation/edit of distributions
- Viewing Assertions
- Create/edit my CV
- Export/Import to Mozilla Backpack
- User Management
- API information
eNetEnterprise®

**Product Information**

eNetEnterprise® is a flexible workforce development system for managing learning, development and competency across all levels in your organisation. It is fully customisable to your specific business requirements and can be integrated with HR and other existing systems.

With an extensive choice of features you can create the right solution for administering training, tracking staff competence, managing performance and developing leadership. It delivers a secure solution for PC and mobile. The comprehensive reporting and analysis allows you to take full control of your people development data.

The benefits of eNetEnterprise® are as follows;

- Gain control by consolidating in one flexible system for all people development
- Track staff competence against company goals and objectives
- Administer workforce development information and evidence
- Identify competence gaps to help improve training
- Manage your organisation’s compliance against legal standards
- Give your people the tools they need to take responsibility for their own learning

**Solution**

eNetEnterprise® offers the following features;

- Range of roles supported: employee, line-manager, HR&D, assessor, admin, super admin.
- eLearning license management
- Formative assessment and 360 degree feedback
- Comprehensive reporting and analysis
- Content and news management
- Competency framework management
- Forum options – peer-to-peer, coaching, assessor/tutor
- Course scheduling and calendar management
- Option for summative assessment with links to eNetAssess™
- Option for Open Badge integration and certification tracking
- Mobile delivery formats

**Training**

Top-level agenda statements for eNetEnterprise® training are as follows;

- Setup and management of user roles
- Setup and management of formative assessments and 360 feedback
- Overview and management of news, frameworks and forums.
- How to schedule courses and manage calendars
- Optional integration training
### Module Information

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<th>Environment</th>
<th>Comply</th>
<th>OnBoard</th>
<th>Skills</th>
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Implementation

A detailed project plan will be provided in conjunction with the Business Analyst phase once the particular features and requirements of a product are agreed upon.

A more detailed description of the implementation phases are as follows;

**Phase 1**

**Integration and Setup Specification**

eCom’s Business Analyst experts will support the organisation team to determine the overall scope of the product and details required for any successful integrations.

These sessions often result in the featured use of workflows, user stories and interactive scenarios, additional support information, resources and reflective opportunities and less in the way of cognitive overload.

This involves working through a simple process, examining in particular what information is important for you to track and report on. We will also have some detail of what support content needs to be provided in order to be helpful, and what help material is best made available as just-in-time reference.

The specification will require full sign off before any development work is undertaken.

**Phase 2**

**Development work**

Once the Content Development Session process is complete, there is a natural progression into the development process.

The development process is where detail outlined in the specification is brought to life by our development team and actioned accordingly.

Throughout and to help support organisations eCom will make resources available to meet with the subject matter experts (SME). eCom can also make available helpful documentation, templates and examples to ensure the SME is fully supported in their understanding to successfully meet the project’s needs.
Phase 3
Quality Assurance and Technical Testing

The Quality Assurance runs throughout all project stages though once the configured version has been setup it is the appropriate time for eCom to apply its strict and rigorous Quality Assurance and Technical Testing programme. All our products undergo QA which is a pass or fail testing process. All instances of eNetLearn must achieve a 100% pass prior to being released to the client.

The QA and Testing involves each course and version of course being tested by professional Technical Testers and User Experience colleagues. There are also automated test scripts which are utilised to help enforce our commitment to providing a quality product.

Phase 4
User Acceptance Testing

The User Acceptance Testing phase is an extension of our Quality Assurance whereby we give the client the opportunity to use the environment and confirm that it meets their expectations in terms of usability as well as meeting any technical requirements as outlined in Phase 1.
Developing a new learning project often involves tight deadlines, strict budgets and multiple stakeholders. Good project management is key to delivering the best possible outcome. Our eLearning project management process has been refined over many years of delivering workplace learning projects. Below is the high-level overview of the process:

**1. Agree Expectations Early**
It is critical to clearly define the scope of the project including the available resources, processes and accountabilities, right at the beginning.

**2. Establish Roles and Responsibilities**
Identifying the Project Team early allows responsibilities and tasks to be understood and schedules to be determined. In turn this ensures the project team work collectively towards delivering the end product.

**3. Document the Plan**
Your eLearning Development Project Plan should include all the activities, schedules and milestones for designing, building, testing and implementing the final product and be communicated to all project team members and stakeholders.

**4. Choose the Right Methodology**
Different project management methodologies suit different projects but no matter which is chosen they will give the structure to define tasks, roles, risks, and ensure activities are scheduled and delivered on time.

**5. Don’t be Surprised by Risks**
By identifying any potential risks to the project and assessing their probability and impact, you can plan for their mitigation or avoid them altogether.
6. Use Online Tools
Online project management tools can improve collaboration and productivity and the new generation of eLearning tools, such as eNetAuthor, which combine content creation with built-in project management, deliver a much more streamlined content development process.

7. Treat it as a Partnership
Some of eCom’s most successful learning projects have been run as a partnership between ourselves and our client organisations, with knowledge transfer across the project team.

8. Communicate to Keep On Track
Requirements for communications should be established, whether that is through regular reporting or a schedule of meetings. With active communication across the project team, information and feedback can be assessed and any project impacts identified.

9. Actively Manage Change
Planning is an iterative activity and a good development project plan anticipates and accommodates change. By reviewing each element of the plan regularly for changes, progress, and problems, the plan can be modified and kept up to date.

10. Review for Ongoing Improvement
Conduct a project review with all involved to highlight the positive areas of project performance and identify weaker areas where lessons may be learnt.
Onboarding

From the moment you agree to our services our team will ensure your needs and requirements are at the core of everything we do. As well as working through the implementation phase with key members of the team, you have the disposal of the wider team’s experience at eCom Scotland to help ensure your project is successful.

We offer the option of consultancy days to help you get the most of out your product and align the implementation with your organisational strategy alignment, employee engagement and continued development. We are happy to work with organisations and conduct workshops or webinars to help with this process and share our knowledge and experience.

These consultancy days can supplement the physical product training nicely and ensure an all-round understanding for all parties.

We recently helped a client who was experiencing engagement issues for their platform due to a disparate workforce with digital illiteracy throughout in the form of infomercials and carefully constructed training and support to key administrators. Please click here to see an infomercial we produced in conjunction with the client.

Offboarding

Should you decide our products and services are no longer a requirement then our efficient offboarding process would then take place occur beginning with a confirmation email outlining the products and services, which you are terminating.

Our team will then work alongside you to ensure all relevant data is retrieved and passed on to the relevant client contact.

Support

Support costs are included in all of product and take the form of our dedicated Customer Support team located at eCom Scotland HQ in Dunfermline, Fife.

eCom Scotland offer support services for up to three named administrators through our customer service delivery team. This is on an on-going basis as and when required. Support can take the form of refresher training via webinars, emails and telephone assistance. Our support team are there to help educate and assist administrators but also help ease commonly asked questions by users by providing further support materials for organisation administrators to release as appropriate. We can also provide a service level agreement if this is a requirement.

Financials

A breakdown of financials for all of our services can be found on the individual product pages. For a more personalised quotation please contact a member of the team who will be able to assess what features your organisation requires and provide a quotation accordingly.
Case Studies

IWCF Case Study (with eNetAssess)

This solution shows how using eAssessment not only improves the assessment process, but also streamlines the operations of the organisation and their stakeholders.

RNIB Case Study (with eNetLearn)

In this instance, RNIB required an accessible learning platform and series of eLearning modules that applied the latest in accessibility best practice and ensured equity in learning experience for all learners.

Devro Case Study (with eNetAuthor)

This series of eLearning modules has facilitated the transfer of technical knowledge across the organisation, enabling employees to improve their skills.