

No matter what your learning initiatives are, ePath Learning helps you put them on the ePath to Success!

Client-centric Support

Real People with Real-time Solutions

One-on-one Training

Guaranteed Results

In an industry where real support after the sale is rare, ePath Learning has gone beyond traditional support to provide you with client-centric service tailored to meet your unique needs.

As soon as you become a client, you get all the benefits of our Client Services team. In addition to one-on-one support from your assigned Client Services Specialist you'll get the benefits of:

- a live person in real time who has a call back number, not a help desk and endless queue.
- a Client Services Specialist who is a real user of our product, just like you, and truly understands your questions.
- unlimited technical support from a Specialist who often is familiar with your situation, if not your exact business model.
- a Specialist who will spend as much time as you need to completely answer your question.
- a direct line to call back in order to speak with the Specialist who answered your question the last time instead of an endless automated response system.
- our commitment to you. You know upfront that our goal is to answer your call immediately, and our guarantee that the help you receive will always be accurate, effective, and complete.
- training in a format that works best for you; one-on-one, group, job aids, and webinars.
- a proactive service model featuring 30-60-90-day and 6-month account reviews to ensure you are reaching the goals you set for your learning initiatives and to make you aware of any new or existing features that will improve your performance or simplify your process.

Benefits

360° Support

30-60-90-day and 6-month performance reviews

One-on-One Training

Client-centric training tailored to your learning objective needs

Easy Access Support

Support is just a phone, email or fax away

Support Tools

Job aids, webinars, and group training available to fit your training needs

Customized Support

University consultation and implementation programs available to jumpstart your learning initiatives

ePath Learning, with its subscription-based pricing, only succeeds when you succeed which is why we take a proactive service approach with a 30-60-90-day and 6-month review process of your progress in achieving your learning goals. Our Client Services team works with you one-on-one to provide the level and type of support that ensures you get the most out of your investment and achieve success with your training initiatives.