

Learnsphere: Cloud Based Solution

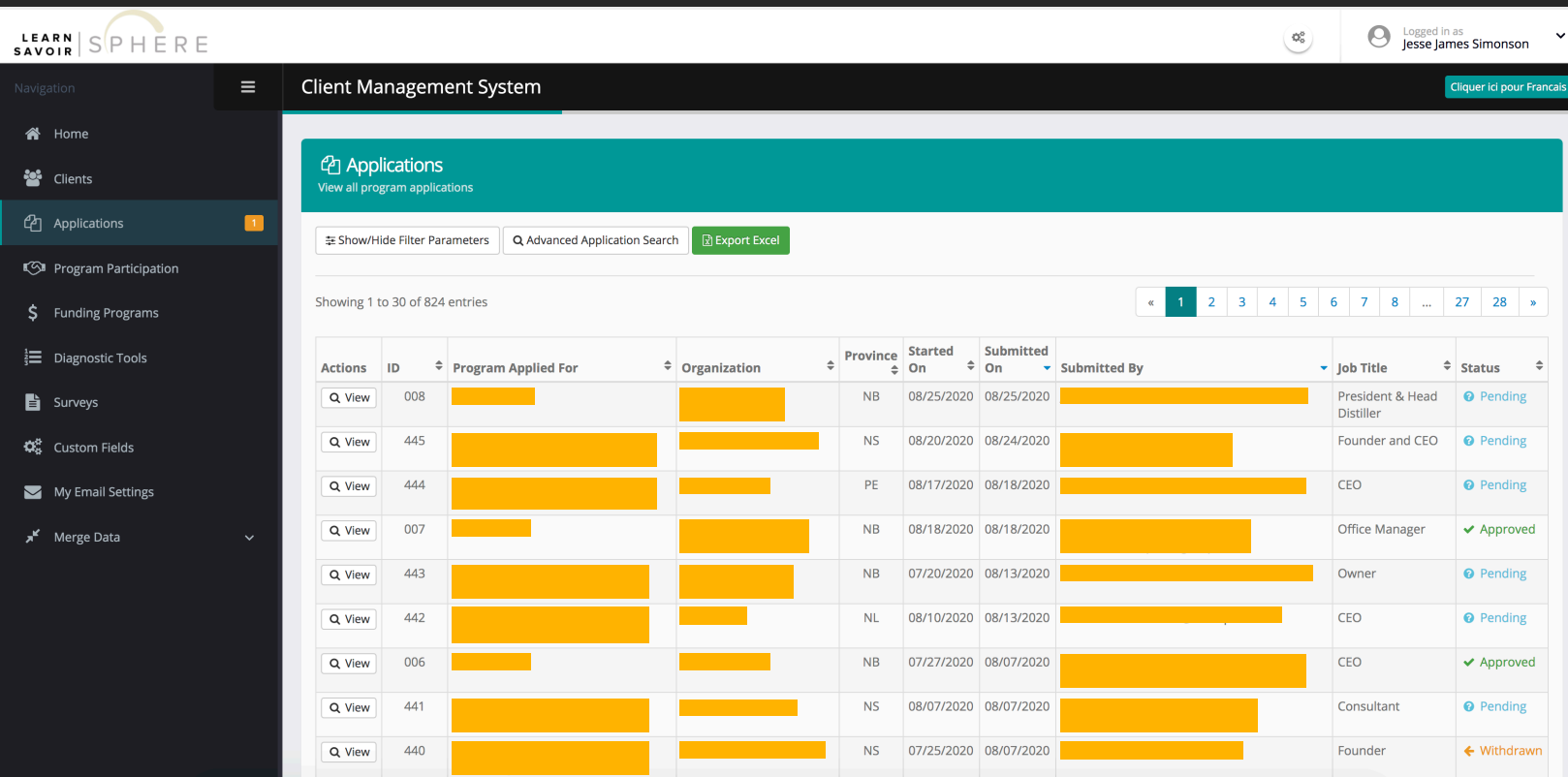
Introduction

Dockyard Consulting's team has over a decade of experience crafting custom digital solutions that help small and medium-sized businesses grow and thrive. Working with our strategic partners, Contendo Digital Solutions, we have crafted amazingly powerful custom toolsets for some of Atlantic Canada's leading companies and organizations.

The ability to deliver these custom solutions comes from years of experience working collaboratively with clients to unearth hidden challenges, pain points and bottlenecks. We then use our years of process experience to craft solutions that address all of those issues and empower our clients to overcome a challenge and redefine the activity as an organizational strength.

Learnsphere Client & Supplier Portal

Learnsphere is Atlantic Canada's leader in business readiness, export readiness and other financial literacy training. Through its partnership with the Atlantic Canada Opportunities Agency (ACOA), Learnsphere plays a substantial role in the region's economic development. Initially, a desire to modernize the way it manages its training providers, Learnsphere contacted Dockyard and its partners for help.



The screenshot displays the 'Client Management System' interface. The top navigation bar includes the 'LEARN SAVOIR SPHERE' logo, a user profile for 'Jesse James Simonson', and a language selector for 'Français'. The left sidebar contains navigation options: Home, Clients, Applications (highlighted with a notification badge), Program Participation, Funding Programs, Diagnostic Tools, Surveys, Custom Fields, My Email Settings, and Merge Data. The main content area is titled 'Applications' and shows a list of 824 entries. The table below details the first 12 entries, including their IDs, program names, organizations, provinces, start and submission dates, submitted by names, job titles, and statuses.

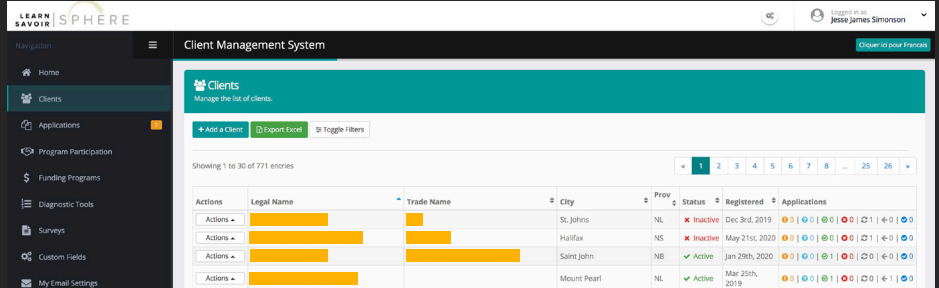
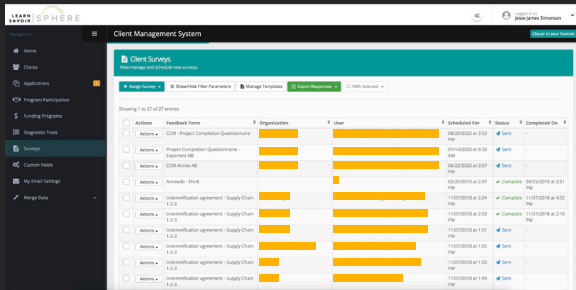
Actions	ID	Program Applied For	Organization	Province	Started On	Submitted On	Submitted By	Job Title	Status
View	008	[Redacted]	[Redacted]	NB	08/25/2020	08/25/2020	[Redacted]	President & Head Distiller	Pending
View	445	[Redacted]	[Redacted]	NS	08/20/2020	08/24/2020	[Redacted]	Founder and CEO	Pending
View	444	[Redacted]	[Redacted]	PE	08/17/2020	08/18/2020	[Redacted]	CEO	Pending
View	007	[Redacted]	[Redacted]	NB	08/18/2020	08/18/2020	[Redacted]	Office Manager	Approved
View	443	[Redacted]	[Redacted]	NB	07/20/2020	08/13/2020	[Redacted]	Owner	Pending
View	442	[Redacted]	[Redacted]	NL	08/10/2020	08/13/2020	[Redacted]	CEO	Pending
View	006	[Redacted]	[Redacted]	NB	07/27/2020	08/07/2020	[Redacted]	CEO	Approved
View	441	[Redacted]	[Redacted]	NS	08/07/2020	08/07/2020	[Redacted]	Consultant	Pending
View	440	[Redacted]	[Redacted]	NS	07/25/2020	08/07/2020	[Redacted]	Founder	Withdrawn

Working alongside the entire team or product lead used to help identify pain points present and a desired future state. Although Learnsphere had a good idea of what they wanted and where they wanted to be at the end of the process, we were able to identify gaps that were not considered in-depth analysis of the existing processes the original service request.

By including the Learnsphere team in developing their custom software platform, we were able to foster a truly collaborative relationship between the Dockyard and their partners' development team and Learnsphere's project leadership. This engagement level allowed us to identify opportunities for enhancement that would have caused significant project growth in a more isolated process.

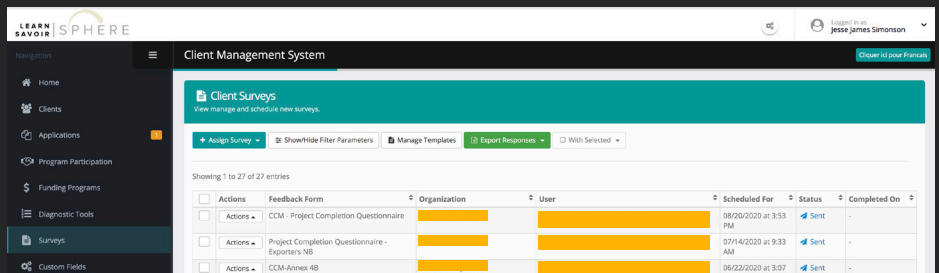
The success of our first project together led to a second project and an ongoing working relationship that persists to this day.

The client portal provided several key benefits that would help any company: organization, accessibility, a reduction in the time required to match customers to services, but most of all, it created organizational redundancy.



After completing the Provider portal, the team at LearnSphere turned their attention to the organization of their client data. The obvious challenge for an organization with such a wide breadth of services was to find a way to ensure that their clients were made aware of the programs that could help them. Most of the programs delivered by LearnSphere are very prescriptive in terms of the eligible businesses to take advantage of them. Due to just outstanding administrative work, this had not yet been a significant issue; however, as more programs rolled out and staff turnover continued, it became more challenging to keep track of all clients and match them effectively to the funding programs available.

Our system created a database of clients and the ability to filter them based on the program's parameters. This innovation allows LearnSphere not only more effectively to match their clients to available resources, but also to apply more competitively for new funding program delivery.



Conclusion

In summation, our work with LearnSphere highlights the core attribute that makes Dockyard and their partners a great digital partner for small and medium-sized businesses, innovative understanding. Our team can build amazing products, but it's our years in process-based industries that enable us to recognize the underlying challenges of an organization and truly craft something that will solve the apparent difficulties they face, but the underlying and upcoming ones as well.