



Value delivered: Aptem's Platinum service experience



Discover the Platinum advantage



In the apprenticeship and vocational training sector, factors such as new regulations, internal change projects, leadership and workforce changes, and strategic shifts can significantly influence how optimised your technology system usage becomes.

In tandem with customer feedback and requirements, Aptem has created a range of service packages so providers can choose the best one to support their needs, depending on their own resourcing, pace of change, and delivery model complexity.



In this guide, we explore the Platinum service package, outlining its outstanding benefits and value:

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Instep upgraded to the Platinum Service Package in August 2024, embarking on a journey to enhance our use of Aptem. The process began with a comprehensive tenant review, during which we worked closely with the Aptem team to assess our current usage and identify opportunities for improvement. Their expert guidance, along with best-practice examples, helped us streamline our processes and maximise efficiency.

Following the review, Aptem collaborated with us to develop a detailed project plan covering every stage of the learner journey from onboarding to end-point assessment. This included training on newly enhanced features.

The support from our Customer Success Manager (CSM) and dedicated Implementation Consultants has been invaluable, enabling us to fully harness the benefits of the Platinum Service Package.

Angela Roberts, Head of Learning Solutions, Instep

Aptem's service packages

When selecting their Aptem Apprentice subscription, customers have the flexibility to choose a service package that best suits their needs.



Silver support package

Our core promotes self-service for routine needs. Supported by our team of Customer Success Managers (CSMs) for Aptem queries and escalations.



Gold support package

Our enhanced service provides quarterly touchpoints with a dedicated CSM to ensure system alignment to goals.



Platinum support package

Our high-touch service provides a dedicated CSM with monthly success planning to drive a competitive edge.

	Silver	Gold	Platinum
Help Centre access	✓	✓	✓
Champion support seats	2	5	Unlimited
Aptem Academy	✓	✓	✓
Customer Success Manager (CSM)	Not named	Named	Named
Regular training webinars	✓	✓	✓
CSM service review (for operational leads)	Annually	Quarterly	Monthly
Superuser training	-	Half day standard training, annually	2 days bespoke training, annually
Account review (for system decision-makers)	-	Annual	Quarterly
Strategic planning session (for senior leadership)	-	-	Annual
Tenant configuration review	-	-	Annual
aSpire Customer Conference	Available to purchase	Available to purchase	Complimentary ticket
In person forums	-	-	✓

Platinum package exclusive benefits



Annual tenant audit

Collaborate with an Implementation Consultant to conduct a thorough audit, receiving a detailed report and custom training plan.



Regular check-ins with a named CSM

Benefit from a Monthly Service Review, Quarterly Service Review, and Annual Service Review with a named CSM to identify areas for improvement, training needs and goals.



Enhanced training and support

Two days of bespoke training and unlimited support seats ensure your team remains skilled and empowered.



Exclusive access, insight and development opportunities

Enjoy exclusive benefits, including access to a dedicated support ticket dashboard, invitations to in-person forums, complimentary entry to the aSpire customer conference, and detailed system usage reports.

A woman with blonde hair, wearing a white sleeveless top and grey trousers, stands and presents to a group of people seated at a table. She is gesturing with her hands and has a yellow ID badge around her neck. The seated individuals, including a woman with curly hair and another with long brown hair, are looking at her. On the table are laptops and papers. In the background, a whiteboard displays a line graph with multiple data series. A large, dark blue, semi-circular graphic element frames the text on the right.

Spotlight on the annual tenant audit

Customers with a Platinum service package get significant value from the **annual tenant audit**. Facilitated by an expert Implementation Consultant and named CSM, this audit helps you assess and maximise your current platform usage, ensuring you're keeping pace with new features and improvements.

How it works

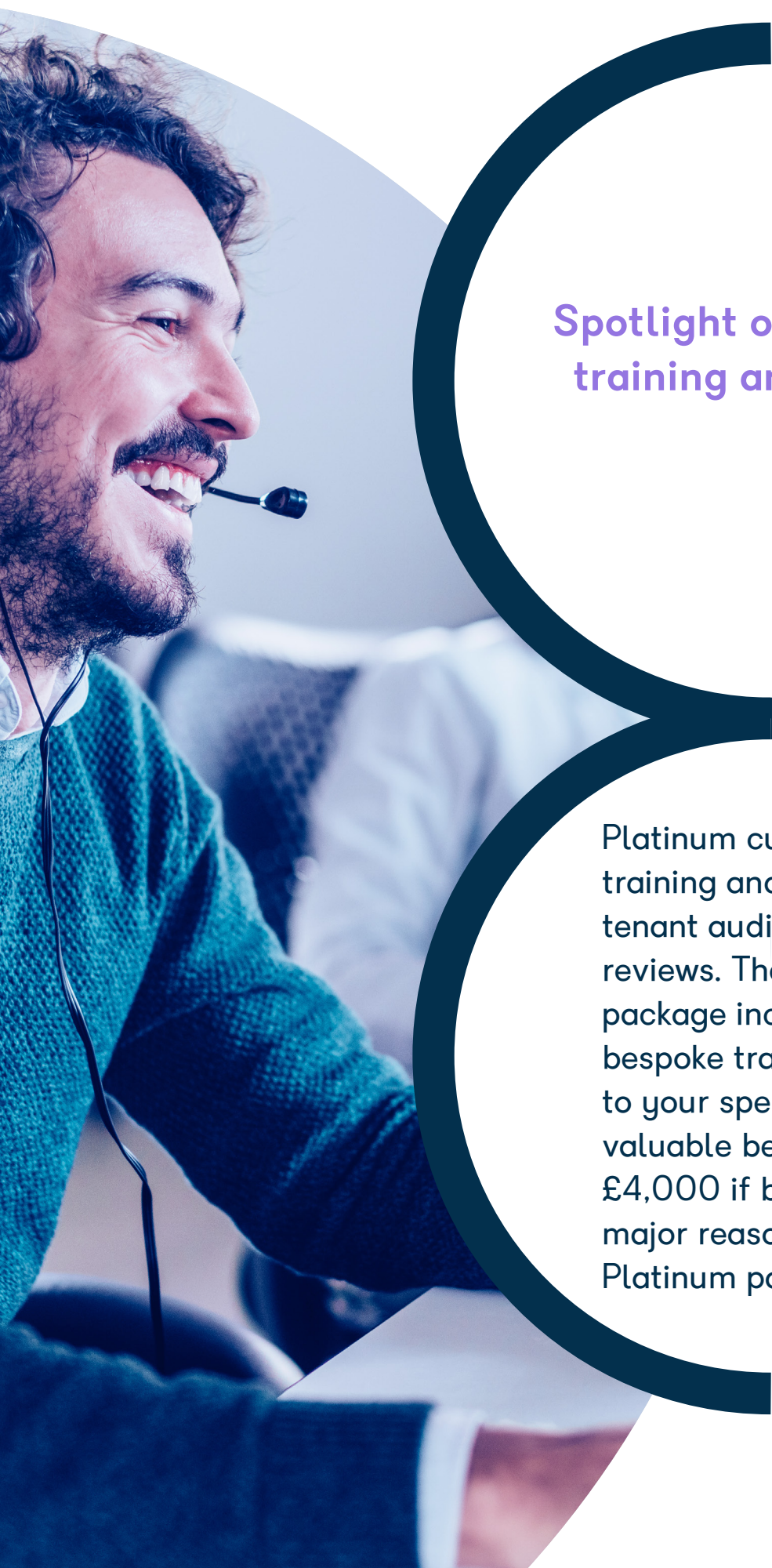
- 1 Your CSM discusses tenant audit options with you and carries out initial scoping to understand your specific needs and what you hope to achieve.
 - 2 You are assigned an Implementation Consultant to lead the audit.
 - 3 The Implementation Consultant completes the tenant review within the agreed timescales.
 - 4 Key findings, recommendations and an executive summary are presented to you by the Implementation Consultant via video call. This includes a written report.
 - 5 Your CSM works with you to book in any necessary training or consultancy.
- ★ **Tip:** If you want to streamline a specific part of the learner journey, the audit can focus on that. Alternatively, use Aptem as a 'critical friend' for a holistic audit to uncover unforeseen improvement areas.



By upgrading to the Platinum service package, we will benefit from tailored support and strategic insight to enhance delivery and learner outcomes. The annual tenant audit, bespoke training and monthly update calls will ensure our teams are upskilled regularly and stay aligned with system updates and best practice.

We are passionate about the enhancements, particular around AI, so the participation in early adopters' trials and access to the aSpire conference will keep us at the forefront of innovation in digital learning. We are highly confident that our performance, usage, and impact, allowing us to make data driven decisions following this investment, will allow us to improve learner experience and qualification success.

Lee Hughes, Head of Apprenticeships,
Learning Curve Group



Spotlight on enhanced training and support

Platinum customers often identify training and support needs during tenant audits and regular service reviews. The Platinum service package includes two days of bespoke training annually, tailored to your specific requirements. This valuable benefit, normally costing £4,000 if booked separately, is a major reason customers choose the Platinum package.

These training days can also be used for consultancy, such as working with an Implementation Consultant to adopt best practices and align processes with Aptem's platform. Some customers use their training days to address needs identified in funding audits or Ofsted inspections. Additionally, unlimited support access ensures your team remains skilled and empowered, maximising your Aptem investment.

Real-world impact



Triage Central Limited decided to focus on revitalising their onboarding processes by fully integrating them into Aptem. This change reduces the time spent on data collection and entry, allowing learner engagement officers to focus on delivering exceptional programme content. The training concentrated on effectively using Aptem to provide an engaging and exemplary experience for learners at the start of their programmes.



Following their tenant audit, Pareto will identify which training will be most beneficial for their staff – a key feature included within their Platinum package. With 14 hours of training available each year, Pareto plans to use these sessions both to ensure new staff quickly get up to speed and to explore areas of Aptem that may not be fully utilised. This proactive approach will help Pareto maximise the value of the system and support continuous staff development.



Barnsley College decided to use their training days to ensure recommendations from the tenant audit are delivered to all key stakeholders. Strategically this also allows them to seamlessly incorporate the new Aptem Enhance functionalities into their workflows, ensuring colleagues have a standardised approach and improved productivity.



Spotlight on regular service reviews with a named Customer Success Manager (CSM)

Platinum customers benefit from a Monthly Service Review, Quarterly Service Review, and a more strategic Annual Business Review with a named CSM to identify areas for improvement, training needs and goals.

These regular touchpoints are hugely beneficial as your CSM quickly understands the nuances of your organisation and how you use Aptem. We typically meet with your allocated operational leads, Superusers and other key stakeholders as part of each check-in. For quarterly and annual reviews, your organisation's Executive Sponsor is encouraged to participate. This ensures a focus on long-term strategy and alignment with our development roadmap.

Service reviews enable you to:

- ✓ Track your progress against agreed-upon goals and explore actions both parties can take to achieve them.
- ✓ Discuss your current product adoption, and identify any additional support required from Aptem.
- ✓ Highlight any untapped areas of the system and explore if and how you might make better use of existing functionality.
- ✓ Ensure you are aware of recently released and upcoming product features.
- ✓ Flag upcoming customer events, trials and development opportunities.

What our customers say



Our first monthly review meeting was highly positive. Our CSM guided our team through our current usage, providing clear insights into what's working and recommending areas for improvement. We now have clarity on using our training allocation from the platinum package effectively. These sessions will keep us aligned with our goals and ensure we continue to maximise our Aptem investment.

Christian Smith, Director of Apprenticeships,
Barnsley College



Our recent review meeting was insightful and energising, showing us how to optimise Aptem to support our team and enhance the learner experience. We methodically assessed our current usage and identified areas for improvement, leaving us with great ideas. This signifies a strong, long-term partnership with Aptem.

Nikki Lazenby, Apprenticeship Quality and Progression
Manager, Tyne Coast College

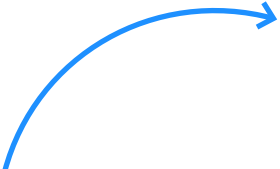


The quarterly account reviews have been pivotal for Pareto. Our CSM talks us through our dashboard and helps us to identified areas that we can improve and optimise. It's a great opportunity to step back, reflect and refresh, to ensure we're making the most of Aptem.

Madeleine Robinson, Head of Apprenticeship Operations
& Transformation, Pareto Law



Spotlight on exclusive access, insight and development opportunities



Platinum customers get exclusive access to a range of in-depth insight, development and networking opportunities.

The main benefits include:



Support ticket dashboard

Track who is submitting tickets, the topics, and volume, helping to highlight and inform internal training needs.



System usage reports

Access detailed reports through Pendo, including most-used areas of the system, common user pathways, insights into virtual assistant queries, Checkpoint data, and much more.



aSpire customer conference

Get a complimentary ticket to our popular in-person conference – includes practical training from our Implementation team, industry expert insights, Aptem product development workshops, and sharing best practice.



Customer forums

Exclusive invites to in person customer forums, offering a unique chance to fully participate in the Aptem community and contribute to Aptem's product development journey.



Another excellent forum!

Lee Hughes, Head of Apprenticeships
at Learning Curve Group

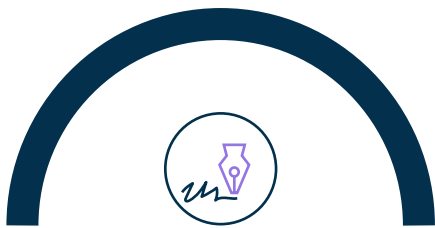


LEARNING CURVE
GROUP

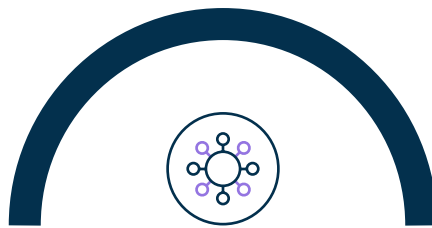
Why choose our Platinum service package?

- ✓ Get value from the Aptem system throughout your tenancy.
- ✓ Truly embed continuous improvement within your organisation.
- ✓ Adapt to the inevitable changes that you encounter without risking derailing your tech strategy.
- ✓ Stay current and successfully adopt new features and functionality, including latest technology innovations.

Is Platinum right for you?



You are currently subscribed to, or are considering subscribing to, the Aptem Apprentice **Pro** or **Enterprise** feature package.



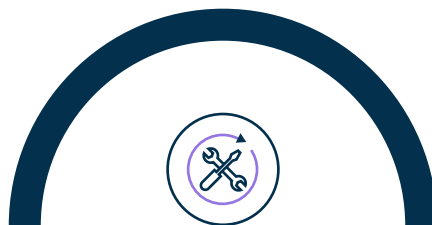
You value the role of technology in your business model, systems, and processes.



Your business thrives on data-driven decisions.



You foster a Continuous Improvement culture within your team.



You want to future-proof your operations through comprehensive system training across all users.



You want to demonstrate ROI on your technology investment.

**Are you ready to enjoy
all the advantages of our
Platinum service package?**

If you are an Aptem customer, please
speak to your Customer Success Manager.
If you are not yet an Aptem customer,
contact your Business Development
Manager, or reach out to us:

enquiries@aptem.co.uk

020 3758 8540

www.aptem.co.uk

Find out more





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Aptem is one of the fastest-growing SaaS software companies to manage vocational training, skills and employability programmes.

In addition to Aptem Apprentice, we offer a range of other solutions to support the development of vocational skills and re-employment.

- ✓ **Aptem Enrol**, remote onboarding of apprenticeship students, for colleges.
- ✓ **Aptem Employ**, a unique, flexible, award-winning employability system that helps to get people back into the workplace quickly and for the long term.
- ✓ **Aptem Skills**, our award-winning end-to-end delivery platform that enables fully compliant ASF course delivery and accelerates re-employment.
- ✓ **Aptem Assess**, a cognitive assessment tool that enables you to seamlessly identify and respond to learning needs.



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