

THE CHANGE

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Moodlerooms Sets New Standard for Client Engagement

Dedicated teams provide personalized service to institutions using their e-learning solution

Baltimore, MD — **Moodlerooms, Inc.**, Moodle partner and provider of proven e-Learning solutions, is raising the bar on customer experience with its Client Engagement Team Model, which provides each college or university with its own team of service specialists in place of the usual anonymous support desk. Institutions under tight budgets can now optimize the budget-friendly Moodlerooms open source solution and still depend on the highest, most efficient standard of support, even in the face of IT cutbacks.

"I have found Moodlerooms' support to be a surprisingly refreshing change when compared to the support delivered by our former LMS provider," says Mark Poore, Director of Instructional Technology for Roanoke College. "My inquiries are addressed in a timely manner with solutions that are appropriate. With the new support portal, I'm kept well informed of the progress of my support requests. Moodlerooms' support has helped make Roanoke College's LMS transition a smooth success."

Each Moodlerooms site will have access to its own team of specialists lead by one dedicated contact to facilitate all facets of customer application support, configuration consulting, and project management. With the launch of the Client Engagement Team model, Moodlerooms has also adopted a new, enterprise-level support portal that increases the transparency of support cases and provides a more in-depth view of customer history. Transitioning to a new administrative tool, and unifying services and support personnel means Moodlerooms will be even better equipped to provide customers with the Gold Standard Service and Support with which it's become synonymous.

"The change will streamline operations and allow us to deliver more responsive service, build stronger relationships with customers and expedite issue and inquiry resolution," says Martin Knott, Moodlerooms Managing Director, Professional Services. "In an environment where vendor services continue to be of great concern, at Moodlerooms we're radically changing that perception."



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About Moodlerooms

Moodlerooms provides educators and learners across the globe with adaptable, reliable and affordable e-learning. With turnkey software-as-a-service solutions for Moodle, Moodlerooms' customers receive the benefits of the most widely-used learning management system in the world with the comfort and assurance that come from enterprise-level enhancements, services, and value-added support. With an unwavering commitment to creating a more effective and engaging education community, Moodlerooms is the CHANGE you want e-learning to be. For more information, visit www.moodlerooms.com.

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