

D2L

# The Dream Team: Enhancing Partnerships with TAM and LAM

Nottingham

3 November 2022

# Meet Your D2L Team



**Ian Peach**  
Senior Technical Account  
Manager



**Pascal Elzinga**  
Senior Technical Account  
Manager



**Ben Mutter**  
Technical Account Manager



**Ellie Walker**  
Learning Administration  
Manager



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Manager, TAM (International)



**Thomas Huijbregts**  
Manager, LAM

# Agenda

1

## Value Add

How do TAM & LAM add value for your unique needs?

2

## Premium Services

What is TAM?  
What is LAM?

3

## Your Account Team

How your named resource works with the rest of D2L

4

## Questions

Q&A

# Need **Ongoing** Expertise and **Guidance** to Maximize the Value of D2L Brightspace?

Technical Guidance

Direct Point of Contact

Connection to D2L SMEs

New Feature Information

Timely and Responsive Communication

Extension of Your Team

A few challenges we've heard in our conversations:

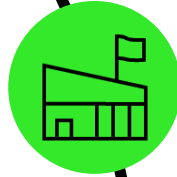
- Significant staff turnover
- Require frequent meetings and shorter response times
- Spending a lot of time researching the “how to” in Brightspace
- Need technical assistance, especially for integrations with Brightspace
- Administrators need more bandwidth

# Our Experience and Expertise

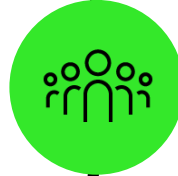
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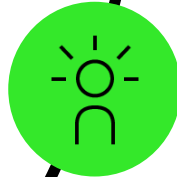
**D2L Brightspace Experience**



**Technical and industry expertise**



**45+ in-house professionals**



**220+ customers across various industries**



**Brightspace certified with continuous upskilling by D2L**

# Technical Account Management (TAM)



# We will help you

With day-to-day Brightspace technical operations.



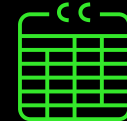
## ONGOING TECHNICAL EXPERTISE

Get day-to-day assistance with technical activities and projects, platform updates, and enhancements.



## PROACTIVE PLANNING

Proactively plan to achieve your future goals with a TAM who understands both the full capability of Brightspace and your business requirements.



## MOVE FASTER WITH A TAM

Get help connecting the dots by bringing in D2L SMEs to make decisions quickly. Plus, get best practices and recommendations to help you maximize the value of Brightspace.

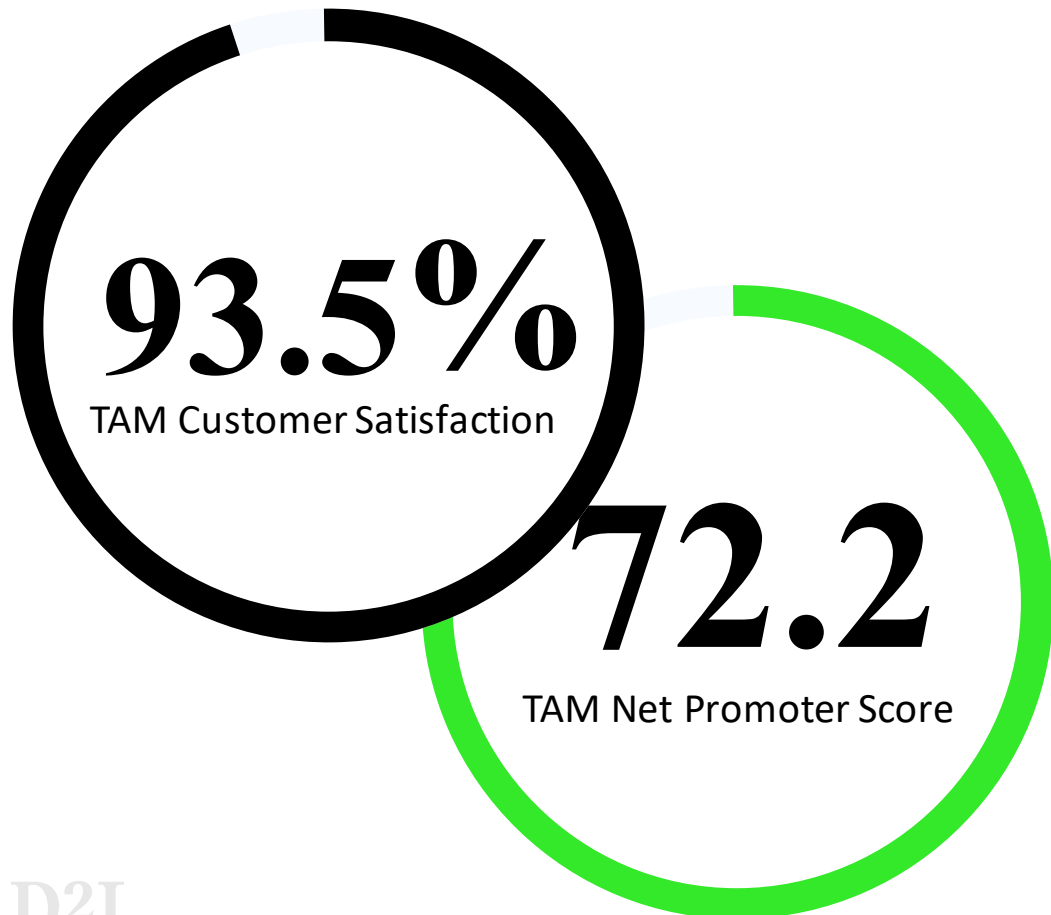


## MAXIMIZED ENGAGEMENT

Increase engagement with key stakeholders, bridging the gap between your organization and Brightspace.

# Take Brightspace to the next level with your TAM

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D2L

## D2L TAMs will help:

1. Build and maintain a partnership by aligning with all members of your team and facilitating discussions with D2L SMEs.
2. With day-to-day Brightspace operations, provide guidance and answer questions.
3. Share technical product knowledge, resources and best practices.
4. Provide timely, clear and transparent updates on the status of projects, issues and cases.
5. Keep you updated with new features and functionalities.
6. With project management, prioritization and expectations.
7. Facilitate technical reporting requirements.
8. Optimize Brightspace for high performance.

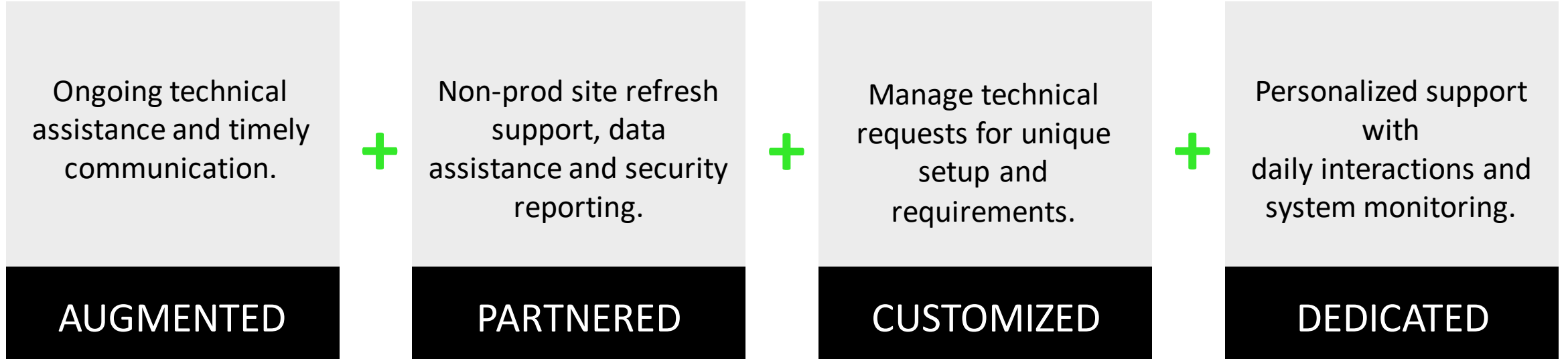
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# TAM Offerings

Whether it's part-time or full-time support, there's a TAM offering that helps meet your needs.



Ian Peach

Senior Technical  
Account Manager



Ben Mutter

Technical Account  
Manager



A person in a dark hoodie stands in silhouette against a wall of numerous glowing circular lights. The lights are arranged in a grid that tapers to the right, creating a sense of depth and perspective. The overall scene is dimly lit, with the primary light source being the individual lights themselves.

# Learning Administration Management (LAM)

# We Will Help You

Focus on your strategic goals and administer your Brightspace learning environment.



## EXPERT GUIDANCE

Get help to achieve your business goals faster with expertise, guidance and best practices.



## EFFICIENT RESOURCING

Augment your resources with D2L experts to help you save time and money.



## LONG-TERM STRATEGY

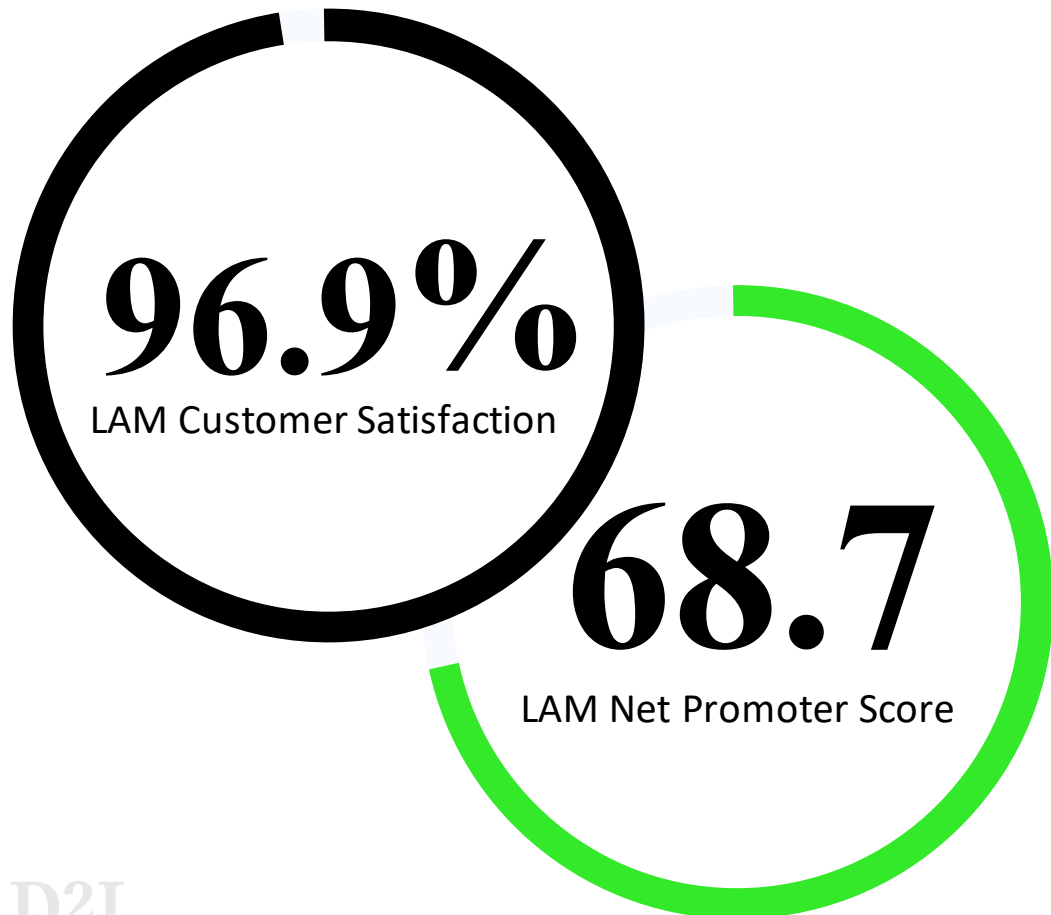
Proactively identify goals to plan into the future and make decisions quickly.



## OPTIMIZE BRIGHTSPACE

Take Brightspace to the next level with day-to-day administration, platform configuration and management.

# Take Brightspace to the next level with your LAM

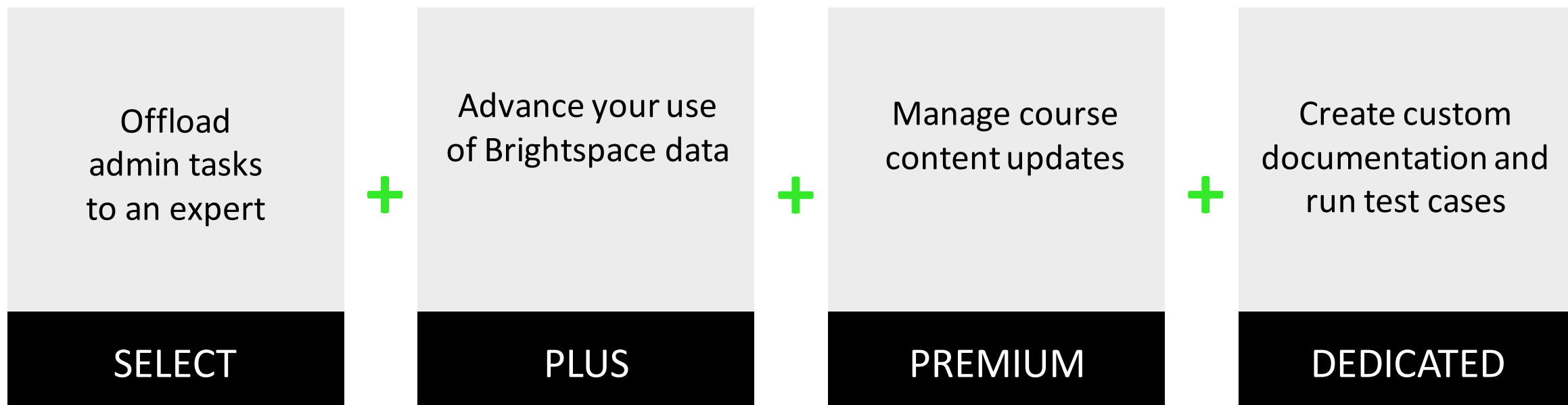


## D2L LAMs will help:

1. Provide guidance and best practices for your site setup
2. Optimize Brightspace to meet your short and long-term goals
3. Answer your Brightspace administration questions
4. Update roles and permissions
5. Manage tools, settings and configurations
6. Consult on and update your org unit structure
7. Create course shells and copy content
8. Set up integrations, including LTI
9. Archive users and purge data
10. Keep Brightspace up to date with the latest features and changes

# LAM Offerings

Whether it's part-time or full-time support, there's a LAM offering that helps meet your needs.



Ellie Walker

Learning Administration  
Manager





# Your D2L Account Team



## Client Sales Executive

Contracting and Executive  
Engagement



## Customer Success Manager

Adoption and Strategy

# Your D2L Account Team Dream Team



**Client Sales Executive**

Contracting and Executive  
Engagement



**Customer Success Manager**

Adoption and Strategy



**Technical Account Manager**

Technical and Support Enhancement



**Learning Administration Manager**

Hands on Site Administration



Thank You!

Questions?