

# D2L

## Technical Learning Management

Technical Learning Managers (TLMs) act as dedicated Brightspace administrators and trusted advisors for small sized organizations. They combine deep platform expertise with hands-on knowledge of your unique challenges and goals to help you get the most out of Brightspace.



### ONGOING TECHNICAL GUIDANCE

Expert support for day-to-day operations, best practices, platform updates, and technical activities.



### FASTER, SMARTER DECISION MAKING

TLMs connect the dots, bringing in D2L SMEs and best practice recommendations to help you move quickly.



### PROACTIVE PLANNING

Strategic insights to align Brightspace capabilities with your evolving business and learning goals.



### MAXIMIZED ENGAGEMENT

Enhance collaboration across stakeholders and bridge the gap between your organization and Brightspace.

### FLEXIBLE, HANDS-ON BRIGHTSPACE SUPPORT

TLM offers a cost-effective, hybrid approach to technical support, combining key benefits of both Technical Account Management (TAM) and Learning Administration Management (LAM). Designed for small-sized organizations, TLM provides expert guidance and hands-on support without the cost of a full TAM or LAM service

### HOW TLM SUPPORTS YOU:

- **LMS Administration:** Act as your Brightspace administrator or support your existing team.
- **Ongoing Technical Support:** Perform administrative tasks, provide best-practice advice, and assist with day-to-day operations.
- **Expert Guidance & Connections:** We work closely with your Approved Support Contacts and facilitate discussions with D2L SMEs.
- **Proactive Updates & Insights:** Keep you informed on new features, functionalities, and best practices.
- **Clear & Transparent Communication:** Provide timely updates on projects, issues, and cases.

With TLM, you get the right level of support to optimize Brightspace—without overstressing your budget.

Discover how a TLM can help you streamline operations and maximize your LMS.

**Let's Talk >**