

# product overview

## Saba Centra Suite

Learning and Collaboration for the Enterprise

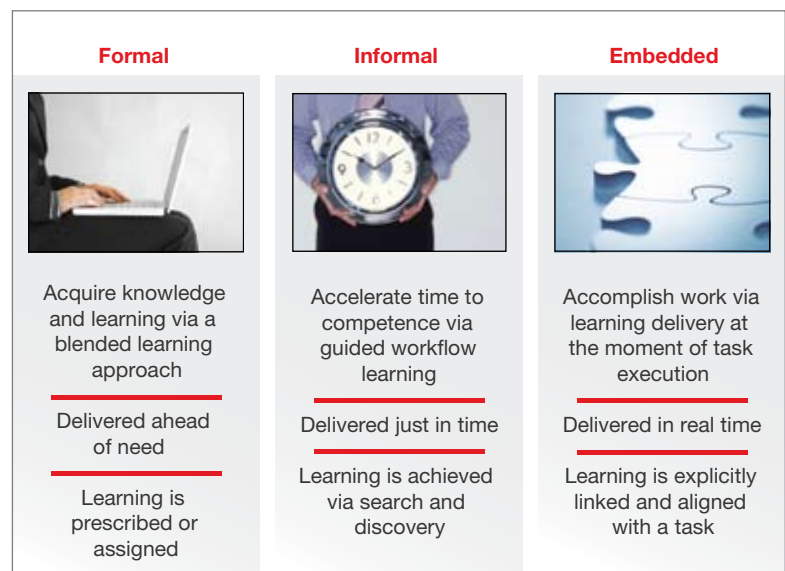
### Why Saba Centra?

For over 10 years, Saba Centra has been taking online learning to the next level. Hundreds of customers have chosen Saba Centra.

- The most proven blended learning suite on the market today
- Highest cost savings with integrated, no-fee voice-over-IP audio
- A proven track record of success in learning results and ROI
- Unified with Saba Learning for a complete formal, informal, blended learning solution
- Full-featured, full-service Saba Centra OnDemand
- On-premise installation with optional outsourced hosting

### The 21st Century Learning Continuum

Emerging technology. Process reengineering. New communications modes. Regulatory mandates. Rapid product development. Globalization. Virtual corporations. The pace of change in the 21st century is accelerating. Keeping up with the new pace means a new view of learning. Learning no longer ends with the diploma or certificate — it's a continuum that lasts a lifetime and takes place in many different ways: classroom-style training, self-paced formal instruction, collaborative information sharing, formal or informal meetings in which knowledge changes hands. Other learning comes through exploration, combing through vast amounts of material to find just-in-time information, or casually browsing "the stacks." Whether learning is formal or informal, scheduled or embedded in everyday workflow, or a blended combination, a good deal of 21st century learning is happening online.



Saba Centra addresses the full continuum of learning.

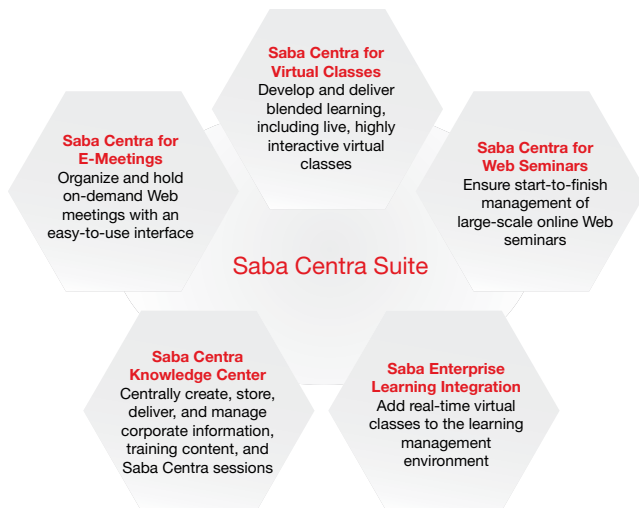
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Organizations have a large, diverse audience for learning. Students can include employees, customers, prospects, vendors, partners, investors, press, and analysts. For colleges and universities, where students really are students, the student body of the past is now augmented by nontraditional learners — often older, working, and well “off-campus.”

Forward-thinking organizations — and they come in all shapes and sizes — recognize the value of the learning continuum. They understand that learning is the key to improving employee productivity and retention, enhancing customer relationships, staying competitive, and, for individuals, career and personal advancement. And they understand that learning is not just ongoing. Like everything else these days, it’s also online.

### Saba Centra Across the Learning Continuum

Since 1995, Saba Centra products and services have set the industry standard for online learning and training across the learning continuum. Now a part of Saba’s Human Capital Management suite, the Saba Centra Suite has as its foundation Saba Centra, an online learning



The Saba Centra Suite combines key elements of a complete enterprise learning solution — advanced real-time experiences, content management, and Learning Management System integration.

system used for blended learning combining real-time classroom, e-meeting, and Web seminar experiences. The Saba Centra Suite also includes the Saba Centra Knowledge Center, a portal for personalized learning — formal, informal, self-paced, or blended.

Saba Centra products work closely with companion applications like Saba Enterprise Learning, Saba OnDemand, and other Learning Management Systems; the Saba Centra Suite also integrates with a wide range of enterprise applications, technologies, and desktop tools. Saba Centra’s Web Services toolkit enables creation of close ties to applications like portals and CRM systems. And the Saba Centra Suite is designed for tight integration with infrastructure technologies to ensure the robust, secure systems that enterprises demand.

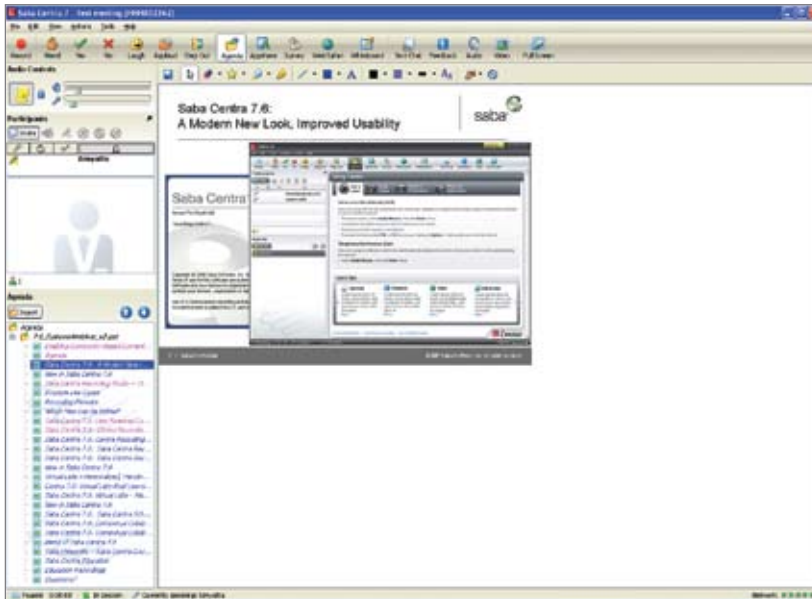
### Saba Centra

Saba Centra is the premiere learning continuum solution on the market today, enabling globally dispersed employees, customers, and partners to learn, interact, and exchange knowledge online, in real time.

Saba Centra is used for:

- Structured, live virtual classes that replicate the physical classroom experience
- Self-service e-meetings that enable collaboration in an unstructured, informal learning environment
- Large-scale Web seminars held when formal meetings are required, such as company gatherings, press and investor conferences, customer events, and product introductions
- Self-paced training that lets learners use recordings to tap into the learning that goes on in virtual classrooms, e-meetings, and Web seminars

And, with capabilities like enrollment, reminders, attendance reports, and post-event email communications, Saba Centra addresses the entire business process of virtual classroom instruction, online Web seminars, and online meetings — before, during, and after the sessions occur. With Saba Centra, organizations accelerate knowledge transfer, improve dissemination of critical



Saba Centra provides virtual classroom instruction, online Web seminars, and online meetings.

information, and speed implementation of critical business processes. And now in its seventh generation, Saba Centra is time tested and well proven.

#### Easy to Use for Rapid Adoption, Without the Demands on IT

Saba Centra is easy to use, quickly enabling anyone with a Web browser to share PowerPoint presentations, demonstrate software applications, collaborate on a shared whiteboard, and communicate using integrated voice and videoconferencing with anyone, anywhere, without leaving their home, hotel, or office. Saba Centra is virtually self-service, minimizing demands on application trainers, help desks, and corporate IT, and accelerating time-to-benefit for both individuals and organizations.

#### Built for — and With — the Enterprise

Saba Centra is built for and with the enterprise. With Saba customers an integral part of the design process, enterprise needs are factored into every release. This means that Saba Centra meets the most rigorous enterprise standards for reliability, scalability, and security. Fault-tolerance, redundancy, and three-tier design ensure maximum up-time. Excellent support for mixed bandwidth

environments helps provide maximum performance. Saba Centra supports traditional teleconferencing, integrated voice-over-IP, and a mix of both modes. This translates into cost reduction, wide reach, and a comfortable and dynamic online learning environment. And the system easily scales to support thousands of end-users, no matter how widely dispersed geographically.

#### Built-in, No-Worry Security

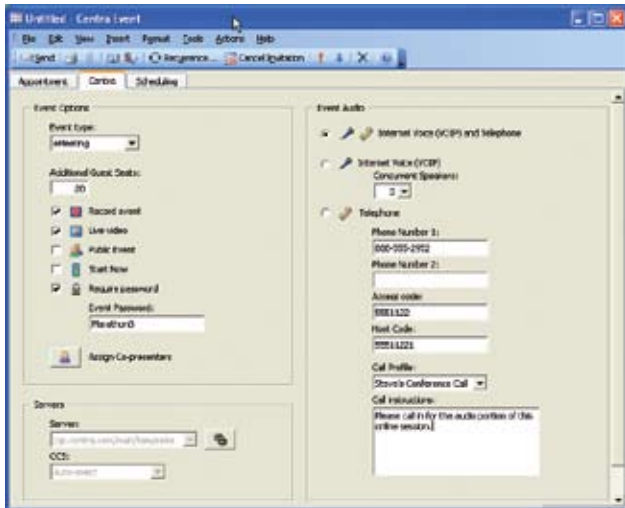
Security is built into Saba Centra products — from application features, to architecture, to the operations of Saba Centra OnDemand and hosting services. With advanced features for login and password, content, and event security, Saba Centra sessions are fully secure. Saba Centra offers SSL

encryption for all communications, content, and login around your online session. Saba Centra uses “Smart Client” technology, a proven deployment design time-tested in our customers’ product environments. This makes it easy

#### Saba Centra: The Difference Between Holding a Meeting and eLearning

With far-flung employees and shrinking travel budgets, Wachovia was no stranger to distance learning. The company had tried teleconferencing, self-paced learning, and eLearning — none was satisfactory. Wachovia “wanted a true learning tool that offered collaboration, interactivity, and the ability to manage and choreograph your learning environment.”

With Saba Centra, Wachovia gets favorable ratings of over 90% of its eLearners. And with savings on travel and facilities, and lower delivery costs, the Saba Centra investment paid for itself in just eight months.



Easily schedule your e-meetings through familiar office applications such as Microsoft Outlook.

to deploy the client software on desktops throughout an enterprise, while minimizing IT support and complying with corporate security policies.

#### Integration Where — and How — You Work

Saba Centra integrates with end-users' desktops and popular business applications, embedding collaboration into day-to-day workflows. By integrating with instant messaging, email and calendaring tools, Microsoft Office applications, enterprise applications, and Learning Management Systems like the Saba Enterprise Learning Suite, Saba Centra supports existing business processes and organizational learning initiatives. Saba Centra is also closely integrated with Blackboard's course management systems. Saba Centra is the only learning and collaboration product that's Designed for Documentum certified. Saba Centra integration capabilities let the enterprise embed learning into the context and flow of everyday work, an essential element of the learning continuum.

#### Saba Centra: The Right Deployment Plan, Every Time

Different organizations have different needs. With Saba Centra, customers can choose the deployment plan that's right for them. Saba Centra is available in secure, full-service software as a service mode (Saba Centra

OnDemand), as an outsourced server hosting service, or via on-premises installation for behind-the-firewall environments.

#### Saba Centra Across the Learning Continuum

##### Saba Centra for Virtual Classes: For the Anywhere Learner

Unlike online meeting tools that have been retrofit for learning, Saba Centra was designed from the outset to meet the needs of online learners and instructors. First and foremost, Saba Centra brings users together in a highly interactive virtual classroom. With interactivity features like pop-up questions, polling, surveys, quizzes,

#### Saba Centra: Bringing Online Learning to the Full Classroom Metaphor

New York University's (NYU) School of Professional and Continuing Studies is the largest institution of its kind in the United States, providing more than 5,000 courses per year to 60,000 students and corporate professionals, many through online education. But the online technologies available were too limited, making the experience static, unengaging, and difficult to access.

For NYU, "until Saba Centra came along, there wasn't a good system for replicating the communication that comes in the physical classroom." In selecting Saba Centra, key factors for NYU were human interaction that truly mimicked the classroom experience; ease of use — with a simple, user-friendly environment that was not distracting to students; flexibility, including support for make-up classes and break-out sessions; and administrative support for online teachers so that they could easily schedule classes, take attendance, and give tests.

"After we chose Saba Centra for our Virtual College™, we were able to bring online learning back to the classroom metaphor." The Virtual College is now attracting thousands of new students each term from around the world.

live demos, hands-on sessions, whiteboarding, Q&A sessions, and video streams, Saba Centra lets organizations bring the physical classroom experience to users — wherever they're located. With Saba Centra, organizations eliminate the costs (time and money) associated with travel, without sacrificing quality. Studies indicate that those who learn in a Saba Centra virtual classroom have overall satisfaction, comprehension, and retention rates that are equal to those who participate in "in person" formal training. Enrollment, assessment, and reporting capabilities further support the virtual class experience.

**Saba Centra: The Perfect Tool for Open Communications**

Trinity Health operates hundreds of healthcare facilities across seven states. A corporate culture — one fostering the kind of collaboration and open communication that will support mission accountability, financial viability, patient and employee satisfaction, quality enhancement, and stewardship of resources — is vital to Trinity.

Saba Centra is making seamless collaboration, open communication, and regular conferencing needs possible — even when employees are geographically dispersed. For Trinity, Saba Centra "is an example of a perfect tool for eliminating communications barriers."

tips and techniques were shared, are things of the past in many organizations. Getting together — for decision-making, information sharing, and knowledge transfer — does not lessen in importance. In fact, given the pace of change in today's world, meetings are more important than ever before.

Saba Centra for E-Meetings gives participants all the advantages of in-person meetings, without the expense and hassle of getting to them. Saba Centra for E-Meetings offers smooth meeting choreography, application sharing, and multiple presenters. Free, integrated voice-over-IP support keeps costs to a minimum.

**Saba Centra for Web Seminars: Knowledge Transfer in Broadcast Mode**

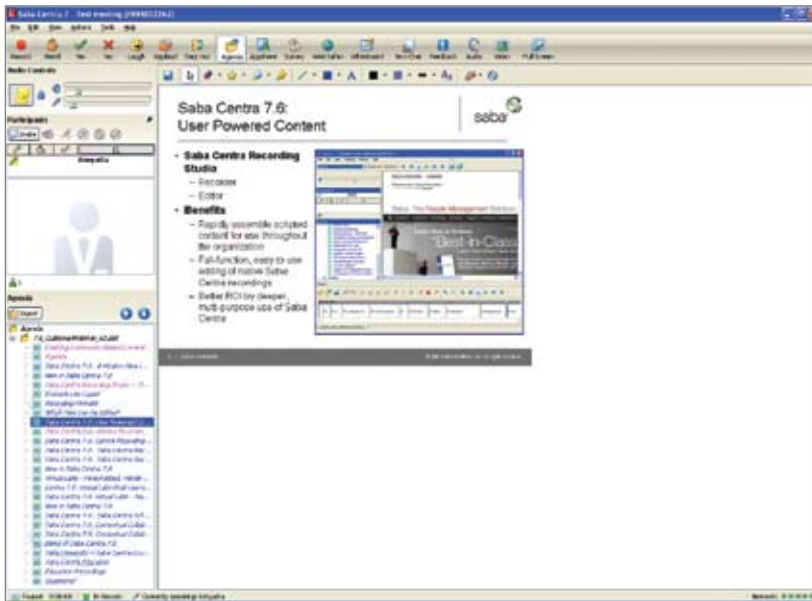
There's more to the learning continuum than the virtual classroom. Organizations run numerous regular and ad hoc meetings in which they want to convey content — often as a prelude to more formal education — sometimes as "refresher courses" or information updates, or sometimes as one-time, stand-alone meetings. An organization may be rolling out new corporate initiatives, educating investors on an acquisition plan, informing personnel about new systems or procedures, and reaching customers with new product information. Often these seminars must support large audiences, far beyond the size of the roster for a virtual class.

Web seminars are a powerful, effective, and cost-efficient way to reach and engage large audiences. Saba Centra provides a complete solution for start-to-finish management of Web seminars, eliminating the complex planning, time, and expense entailed in large, on-site events — without

However flexible the virtual classroom is, there will always be employees or students in a different time and place who may have missed class. Saba Centra has powerful record and playback features that support reuse of training sessions in self-paced, off-hours, and offline learning mode — maintaining interactive elements of the session including exercises and evaluations for measurement and tracking understanding of the material.

**Saba Centra for E-Meetings: Let's Get Together, Learning as You Go**

The ability to communicate and collaborate on a continual basis is critical to business success. But today's frantic schedules and far-flung employees can make in-person meetings difficult to schedule. Sales meetings, partner briefings, product demos — external meetings are often conducted remotely, as well. And the water cooler get-togethers and over-the-cubicle-walls conversations during which decisions got made, information was traded, and



Application sharing, whiteboarding, mark-up tools...interactivity keeps session lively and participants engaged.

sacrificing the real-time interactivity. Audiences participate through surveys and polling, through text chat, and through virtual microphones. Up to five presenters can take part in compelling panel presentations. And Saba Centra for Web Seminars handles everything from registration, to reminders, to custom follow up, to recordings made available to those who missed the event.

### Saba Centra Knowledge Center: Because the Learning Continuum Means Anytime, Anywhere

For learners required to take prescribed learning programs, and for those driven to seek just the information they need when they need it, the Saba Centra Knowledge Center offers a full blended learning knowledge portal. Saba Centra Knowledge Center supports a varied blend of live events, recordings, and self-paced content. It provides universal, on-demand access to a standards-based library that can be populated with custom and third-party training content, activities, and reference materials, including presentations, simulations, Web-based tutorials, real-

time Saba Centra events, virtual class or meeting recordings, assessments, and links to Web sites.

With the Saba Centra Knowledge Center's sophisticated capabilities for categorizing, tagging, indexing, and assigning content, organizations can more flexibly and accurately target the selection and delivery of information to individual learners. Learning programs can be delivered to the entire enterprise — programs that are personalized and fine-tuned according to each employee's job profile, skills, and knowledge gaps. The Knowledge Center allows administrators to track and facilitate learning activities, generate comprehensive management reports that summarize both individual and group activities, and provide

a method to assess improvements in learning effectiveness relative to objectives. For less formal on-the-job learning, the Knowledge Center provides powerful content search capabilities, increasing time to productivity.

Integration with Saba Centra, a real-time learning and collaboration environment, lets learners conveniently attend — and instructors easily create and lead — live, interactive virtual classes and sessions from within the Knowledge Center: a total blended learning solution.

### Saba Centra Recording Studio: On-Demand Access to Knowledge

Saba now offers a new media application that enables business users to quickly and intuitively create, edit, and publish scripted, professional-quality knowledge objects for use throughout the organization. Using the same familiar interface, Saba Centra Recording Studio offers a full suite of editing capabilities including cut/paste, append another recording, record, and add a new clip, all of which are available offline.

Users can publish to the Saba Centra server to prescribe learning, enable self-service search, password protect, or track and report outcomes. This solution is ideal for knowledge and information that must be communicated quickly or updated frequently such as new product training, competitive updates, and corporate orientation materials.

#### **Virtual Labs — Real Learning With Saba Centra and Surgient**

Saba Centra now offers extended lab support through Surgient's Virtual Lab Management System (VLMS), enabling Saba Centra training administrators to schedule, create, and launch virtual labs for hands-on application training and exercises. Virtual labs are ideal for bolstering training effectiveness and knowledge retention by enabling students to practice at their own pace what they learn in a Saba Centra virtual class.

While in a live Saba Centra class, leaders can move each participant to an individual lab area for personalized, hands-on application training. The leader can look “over the shoulder” of students in labs and bring them back together again.

#### **Business Application Integration**

With Saba Centra 7.6, it's now easier than ever to schedule real-time meetings from Microsoft Outlook. Enhancements include a date and time selection workflow

that matches how users set up in-person meetings, and broadened accessibility through a tool that allows IT to automate setup of the Outlook Scheduler for Centra on all PCs, enterprisewide.

#### **Saba Centra Suite: Ensuring Your Success**

By supporting users across the learning continuum and accelerating knowledge transfer to employees, customers, and partners, Saba Centra products enable organizations to meet their most important business goals, gain competitive advantage, and ensure bottom-line business results. A broad range of professional services are designed to meet your unique organizational needs and help ensure your success with the Saba Centra Suite. These services include implementation support, change management, best practices consulting around online learning program implementation, 24x7 live technical support services, and a comprehensive suite of training course offerings.

Forward-thinking organizations know that their success in the 21st century — ultra-competitive, demanding, global, always on — requires online learning across the learning continuum. And no products and services do more to support online learning across the full learning continuum than Saba Centra.

