



By your side

Supporting your
delivery from day one



PUTTING CUSTOMERS FIRST

OneFile is the most trusted apprenticeship software – not just because of our engaging interface and market-leading features: because we care about our customers. We're here to help you – that's why our software comes with prebuilt qualifications, onboarding support and online training as standard. And if you need it, we can build bespoke qualifications and manage your centre for you. **When you partner with OneFile, you become part of our community.**



Brochure content is subject to change without prior notice.



ALL PART OF THE SERVICE



“ Nic has been a pleasure to work with. Her support and guidance has been invaluable. Always quick to respond to our queries and answering our questions. Knowing that she has been there with us during this process has really given us peace of mind. ”

Experiential Play

Qualification/Standard Request

As soon as you sign up to OneFile, we'll set up your centre and get your qualifications/standards loaded onto the system. Our in-house qualification specialists can build bespoke standards to suit your centre – whether you're delivering health and safety or higher apprenticeships. Just request your qualifications/standards online and we'll create digital versions and share them with your centre. If you're looking for an off-the-shelf option, we already have 100s of qualifications/standards preloaded on OneFile.

Full onboarding support

When you're ready to get going, our onboarding team is by your side from day one. Your dedicated Onboarding Success Manager will guide you through the whole set-up process, provide online and onsite training (if requested) and be your go-to OneFile contact.

“ Becky was there for me every step of the way. Becky was fast in her response to any query I had and was able to deal with it in a timely manner giving clear explanations to developments and on how to use the system. A massive thank you to Becky and any backroom staff involved in my onboarding. ”

Bullet Training Solutions



WE'VE GOT YOUR BACK



Software support

Our software support team is available between 8am – 6pm, Monday to Friday (excluding bank holidays). You can call us on **0161 638 3876** or email us at **support@onefile.co.uk**. We're happy to help all users with any queries they have.

Helpdesk

At OneFile HQ, we use a support software called **Freshdesk** to help us provide outstanding service to all our customers. With Freshdesk, you can use FAQ guides, live chat, online tickets and good-old-fashioned phone calls to get the support you need.



Customer success managers and executives (CSM/CSE)

As you progress through your OneFile journey, our CSM/CSE will be available to support you. It's their job to keep you updated on all the latest news from OneFile HQ – new developments, sector updates, upcoming events and best practice.

All our Customer Success team have real-life experience in training and development, and account management so they'll help you with OneFile to standardise delivery, make efficiencies and keep up with regulatory changes.

OUR SOFTWARE SUPPORT TEAM IS ALWAYS ON-HAND IF YOU NEED US

“ I would definitely recommend OneFile. The technical support we've received has helped us customise the software to meet the needs of the business, and their experts have helped us develop templates and forms to speed up evidence collection and mapping of criteria for learners, assessors and IVs. The training and support offered from OneFile staff is exemplary. ”

SIEMENS



“ We've received excellent support from OneFile – especially from our customer success manager. He's shown us new ways of using the system and helped us develop the software to suit our needs. ”

NHS

DELIVER OUTSTANDING LEARNING



Make the most of OneFile with **Premier Services**. You'll receive fast-tracked support and be able to hand over time-consuming tasks to us – like creating custom forms, building learning plans and remapping learners – so you'll have more time to do what you do best: deliver outstanding learning.

Why use Premier Services?

We're experts in our trade and can perform tasks faster and more cost effectively – so you get the best return on investment from OneFile. We'll set you up with new, relevant features when they're released – so you'll have everything you need to deliver impactful training. Here are some of our top **Premier Services**:

Learner Migration

Whether you're bringing on new learners from another centre or another **Eportfolio**, we'll map all their assessments, so their progress is up to date.



Centre configuration

We'll get your centre set up to your requirements from day one. We'll switch on all the recommended settings, support you in adding resources for your learners and staff, and get you set up on the system. If you have multiple centres, we can standardise them for you too.

Fast-track qualifications

We'll build qualifications on the double. The qualifications you request will be fast-tracked through our workload.

Reporting & Ofsted support

If you have an inspection coming up and you need a little help getting your data together, we've got your back. Our team will build the reports you need so you can show them to your inspector. We'll also collate any data you need and send it out to you when requested.

Creating courses

If you're using our **Learning Hub**, we'll build the courses your learners need to complete their programmes. If you're not using the **Learning Hub**, head to our website to find out more.



To find out how to purchase Premier Services, go to onefile.co.uk/premier-services

SHAPE THE FUTURE OF ONEFILE

At OneFile, we love hearing from users and really value customer feedback, so we encourage our customers to get involved, share best practice and make a difference in the future of OneFile.

Customer Advisory Board

We have established a CAB which includes a cross section of customers from public sector organisations, colleges, universities, and private training providers. The goal of the group is to consult on the future strategy of OneFile technology and the general direction of our products. From here we will cascade information to our wider customer base through our customer newsletters, Better Together events and of course, our Customer Success Managers.

Give feedback on new product features

We want our software to be the best, and we know that the best people to ask for feedback are you, our very own users of the software. That's why, from time to time, we invite customers to give feedback on the development of new features to help shape the future of OneFile.

Share best practice

OneFile customers receive invites to our Better Together events – where we bring people from the same sector together to share best practice.



BETTER TOGETHER



These are a mixture of online and face to face events which are FREE to attend. They are a great space to meet, greet, share and learn.

Educational webinars

Throughout the year we host a series of webinars. Content focuses on the latest industry developments, such as how to navigate funding changes, and recommendations for approaching your OFSTED inspection. Again, FREE to attend, these are ideal to keep your knowledge up to date and pick up on the latest tips and tricks from industry experts.

OneFile User Conference

From time to time, to support key product releases, we host an all customer user conference. This is a great way to hear from OneFile HQ, meet like-minded users and share experiences from across the sector. They are also an ideal opportunity for you to be the first to see the latest product developments and speak to our Technical Team in person.

Customer Satisfaction Survey

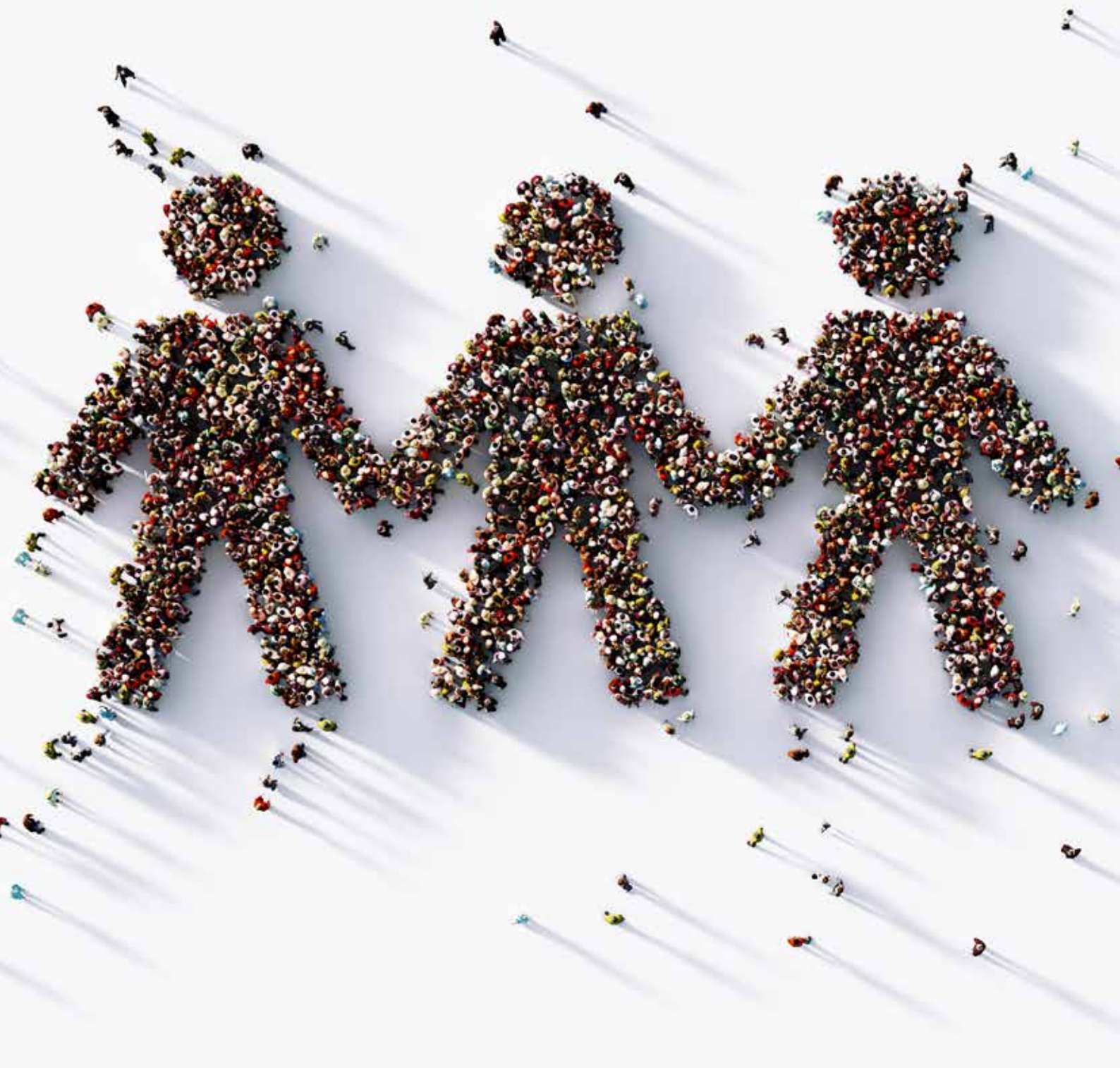
Every year we undertake a full CSAT survey. This is an ideal opportunity for all our customers to tell us how we are doing and to let us know specific areas for improvement across all areas of the business. Rest assured, we take all feedback seriously and will always try to act on it where we can.



“ OneFile’s Better Together events are great. It’s good to be kept informed about new developments and be able to share them with others. It’s also a great opportunity for standardisation. ”



Cambridgeshire
County Council



Want to know more about how OneFile supports the apprenticeship standards?

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