Capability Statement

About the Catalyst IT Group

We are world leading open source and e-learning specialists.

Catalyst IT is a multi-region IT services group that provides enterprise-level technical support for open source software. Open source means freedom from licence fees, freedom from vendor lock-in and, most importantly, freedom to innovate.

Experts in open source development, cloud migration and cloud performance optimisation, Catalyst was first established in New Zealand in 1997. We now have locations across Australia, Europe, UK and Canada.

Together, we are able to provide 24/7 'Follow-the-sun' support to our clients.

With 350 specialists globally, including 200 Totara, Moodle, Mahara, Laravel and React developers, we are well positioned to provide custom solutions and service to enterprise level and growing organisations.

Our clients include major universities, colleges and other higher education providers. As well as Government and major organisations in the health, not-for-profit and commercial sectors.
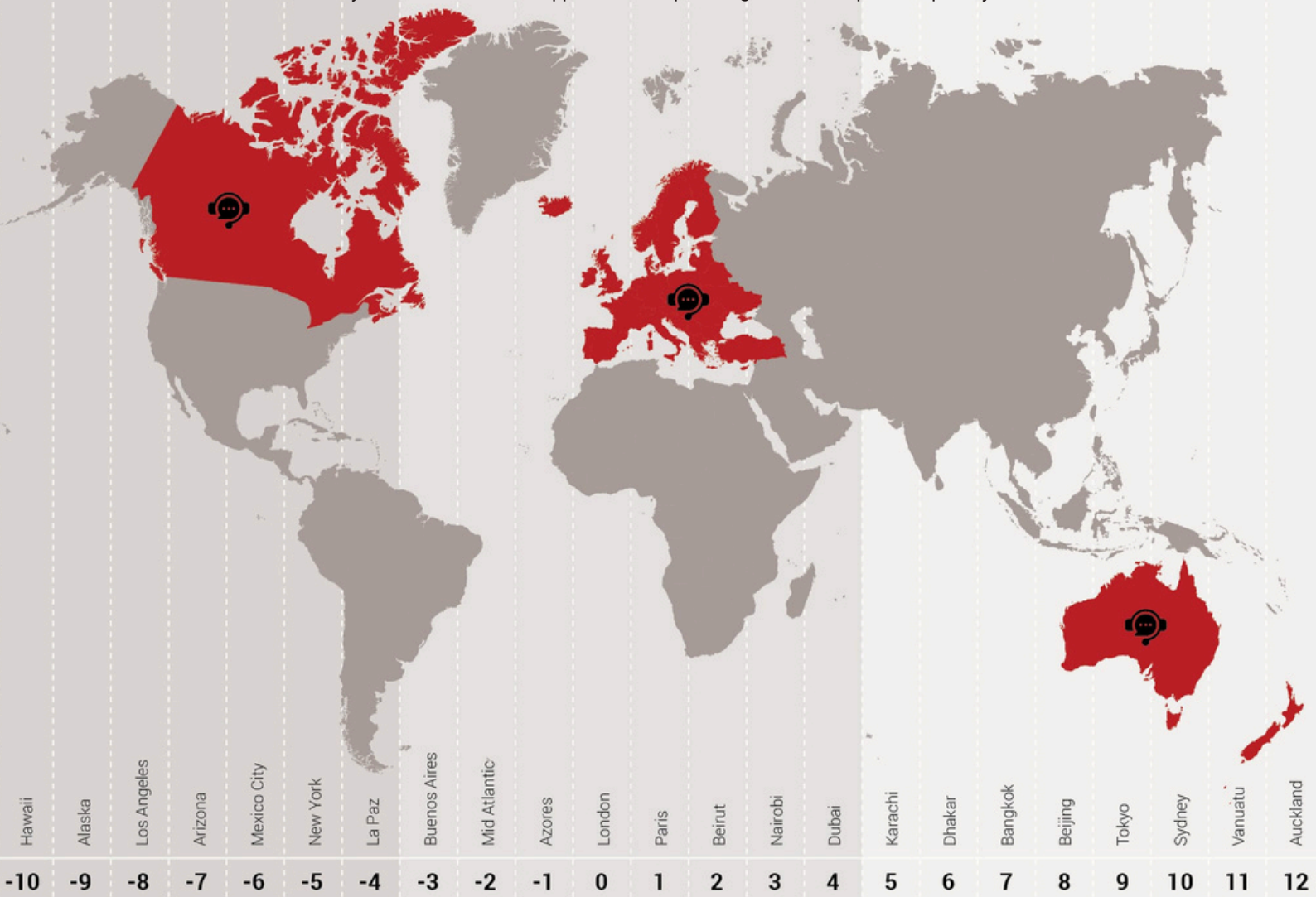
Committed to open source and the freedom that it gives our clients, we have long-established partnerships with open source technology companies and are Premium Moodle Certified Partner since 2004, Premium Drupal Supporting Partner since 2008 and Platinum Totara Learning Partner since 2010. In support of our cloud services, we are also a certified Amazon Web Services Consulting Partner.

Our contributions to the Moodle and the broader open source community have been recognised with multiple awards over the last few years.

Catalyst IT Australia are **ISO27001** certified.

Catalyst IT Follow The Sun support model – providing 24/7 live response capability

Hawaii	Alaska	Los Angeles	Arizona	Mexico City	New York	La Paz	Buenos Aires	Mid Atlantic	Azores	London	Paris	Beirut	Nairobi	Dubai	Karachi	Dhakar	Bangkok	Beijing	Tokyo	Sydney	Vanuatu	Auckland
-10	-9	-8	-7	-6	-5	-4	-3	-2	-1	0	1	2	3	4	5	6	7	8	9	10	11	12

Why Moodle Workplace

Built on top of core Moodle, Moodle Workplace provides all of the features found in Moodle plus these additional new features:

ONBOARD NEW EMPLOYEES

Automatically assign employees to courses and learning programs by role, giving new starters an easy journey into your LMS. Set up automated actions based on your learner's interactions on the platform.

MANAGE COMPLIANCE

Turn your learning programs into certifications and set up automated reminders for expiring certifications. Create automated recertifications and make sure you meet all legislative requirements. Customise and personalise your certificates using preferred filters.

KEEP YOUR TEAMS CONNECTED

Integrate video-conferencing tools like BigBlueButton or Zoom and instant messaging apps like Slack or Microsoft Teams.

CUT DOWN ON ADMINISTRATION TIME

Use dynamic rules to automate emails, assign users, award certificates and much more.

CREATE AND ORGANISE MULTIPLE LEARNING SYSTEMS

Workplace makes it straightforward for administrators and managers to support different learning audiences by creating an ecosystem of individual learning environments in a single LMS site. Called multi-tenancy, this feature allows each site to have its own look and feel, user membership, administrators and content, whilst also allowing sharing across tenants.

Catalyst IT has extensive experience working with clients in Government, healthcare, not-for-profit and education sectors, as well as corporations, to implement effective internal staff and external learner training systems.

From analysis and consulting to functionality, our services include, but are not limited to: compliance training, learning paths, automation of LMS processes and reporting.

> *This was a complex project that required great technical skills and communication and Catalyst IT provided both, making this project run incredibly smoothly. The migration was completed one month ahead of schedule without issues. They are a pleasure to work with and I would recommend them to any organisation."*
>
> - Peter Mercer, Web Technology Developer, Digital Health & Technology, NPS MedicineWise

Why Choose Catalyst IT for your Moodle Workplace Implementation

Catalyst IT are a Premium Certified Moodle Partner. Our relationship with Moodle HQ dates back 20+ years and our team are regular contributors to Moodle developments and improvements. By working together as one, we are able to deliver a seamless experience to our clients from the project start to ongoing maintenance and support.

SINGLE TOUCH POINT SOLUTION

Our close relationship with Moodle means we can offer a single touch point solution while you will be supported by both, Catalyst IT as the service provider and Moodle HQ as the product developer.

Our offer is unique in the market-place as we have two entities supporting two different areas that are generally provided by single and separate entities.

▶ **Main Partner Responsibilities**

As far as delivery of Moodle Workplace (MWP) LMS, Catalyst IT and Moodle HQ will deliver the following:

- Local implementation and change management - Catalyst IT
- AWS Hosting and software updates - Catalyst IT
- 24/7 'Follow the Sun' support, monitoring and maintenance - Catalyst IT
- Custom documentation and training services - Catalyst IT & Moodle HQ
- Ongoing software change and feature request management - Moodle HQ

The solution and ongoing services would make the best of both teams' skill sets.

As platform service provider, Catalyst IT Australia is also supported by the rest of the Catalyst IT Group (Catalyst also has presence in New Zealand, Canada, UK and Europe). Together, we can deliver an evolving and workplace-ready LMS, whilst ensuring that all the Department's data remains wholly within Australia.

SMOOTH MIGRATION

Our solution is a combination of local, onsite and Amazon Web Services (AWS) cloud hosting. We provide test environments as required (normally UAT, Staging and Production), including User Acceptance Testing environments, preloaded with your data, to enable staff to test actual workflows and activities. We are able to assist with migrating your data out of the current multiple LMS and ensure a smooth transition of learners and admins to the new platform

We can also assist with training your users. We will work with you to manage the project effectively and prepare diligently for final release. We will dedicate a team and our own resources to work with you and your resources.

- **No vendor lock-in** – if you like Moodle Workplace you can find an alternate service provider at any time
- **Access to a greater breadth of expertise and experience** – Moodle has a global footprint, Catalyst has a global development team
- **Local support and knowledge** – we have proven experience with Australian universities and other education entities, government agencies and corporations
- **Highly experienced support** and development teams
- **Mature product** with a progressive and considered roadmap

EFFICIENT SUPPORT SYSTEM

Our Work Request Management System (WRMS) is an integral part of the way we work, which you will be invited to share in for insights into progress and efficient communication. It provides the opportunity for you to raise issues and assign an urgency.

WE WORK WITH YOU

Our approach to implementation includes detailed scoping workshops in which the exact specifications are agreed in discussion with our experts and yours. These specifications will then be used to provide exact hardware and software requirements, and result in the configuration of your new LMS.

AGILE METHODOLOGY

You will be included in our agile development sprints and asked to test aspects of the system at regular intervals, before providing sign-off on agreed milestones.

MULTI-AWARD WINNING & ISO27001 CERTIFIED

Our Clients

Catalyst IT Australia has significant experience implementing LMS with clients in the following sectors:

Higher Education
- Monash University
- La Trobe University
- Macquarie University
- Central Queensland University (CQU)
- Federation University
- Australian National University

Colleges, Private Education Providers & Education Authorities
- Navitas, Global Education Provider
- Kaplan
- New South Wales Department of Education
- Victorian Department of Education

State and Federal Government
- Australian Electoral Commission
- New South Wales Health
- Qld Shared Services

Corporate & Commercial
- QBE Insurance
- PwC Australia

Open2Study
- Moodle MOOC repository accessed by 1m+ students as of 2019

Please visit our website for individual case studies.

Contact us

For more information about our projects and capabilities please contact:

Justin Beall

Business Development Manager

Catalyst IT Australia
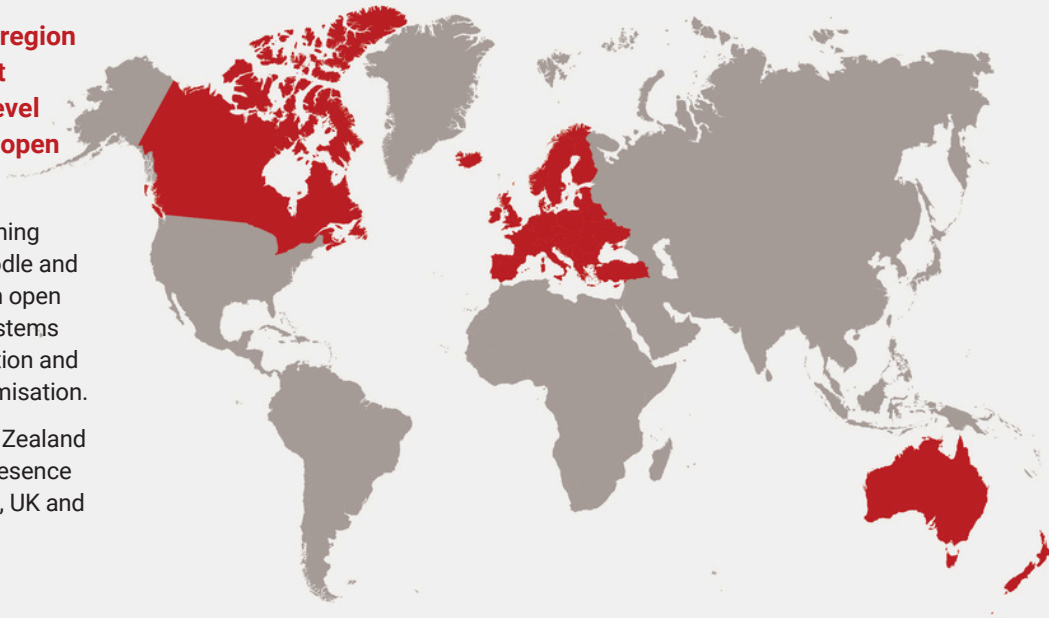Email: justinbeall@catalyst-au.net
Phone: 0488 218 363

24/7 Support

Catalyst IT is a multi-region IT services group that provides enterprise level technical support for open source software.

With a heritage of e-learning solutions, including Moodle and Totara, we are experts in open source development, systems integration, cloud migration and cloud performance optimisation.

First established in New Zealand in 1997, we now have presence across Australia, Europe, UK and Canada.

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