



Online Conferences • Communities • Courses
All-in-One Platform for Online Collaboration Since 2001



iCoHERE 9 Capability Statement

Revised Winter, 2011

iCoHERE, a privately-held Small Business S-Corporation with offices in California and Washington, D.C., is one of the pioneers in designing, implementing and supporting collaborative learning communities.

Since 2001, iCoHERE has actively engaged in creating, designing and maintaining an easy-to-use system that promotes transparency, participation, and collaboration, the three critical elements of President Obama's new Open Government Directive. iCoHERE's involvement with proven technology began with the development of custom, enterprise-wide applications for a variety of small and large organizations including AT&T, Bank of America, and the State of California.

Since then, iCoHERE's clients have included federal agencies (e.g., US AID, the National Defense University, and the National Institutes of Health); nonprofit and professional associations with memberships ranging from 100 to 100,000 (World Vision, the National Association for the Education of Young Children, ASAE and The ASAE University for Association Leadership, the Society of Healthcare Strategy and Market Development (a 4,500-member marketing branch of the American Hospital Association), and the Western Association of Schools and Colleges; as well as commercial organizations.

iCoHERE 9 is a complete, cost-effective, integrated solution for online collaborative communities. A single software system provides a wide range of services:

- ***Online Conferences and Events***
- ***Communities of Practice***
- ***eLearning and Professional Development***
- ***Webinars and Team Meetings***

GSA IT 70 Schedule, GSA Contract No. GS-35F-0490U

SINs 132-32, 132-33

NAIC CODES:

511210 – Software Publishers

541511 – Custom Computer Programming

541512 – Computer Systems Design Services 518210 – Data Processing, Hosting, and Related Services

517410 – Professional Support Services

iCoHERE has a proven record of excellence in client services. For the performance evaluation conducted for our GSA contract awarded in July 2008, our Dun & Bradstreet Open Ratings placed iCoHERE in the 95th percentile in overall performance: <http://www.icohere.com/openRatings.htm>



Product Highlights

iCoHERE works with current Windows and Macintosh Operating Systems. iCoHERE is available either as a fully-managed and secure hosted internet service or as a software package installed on your servers. In either setup, iCoHERE enables the client to control a private collaboration environment, backed by our training, consulting, and support. For the hosted model, the client's software is maintained by us. This means the client and their end-users require only computers with web browsers and Internet access to make use of iCoHERE features.

- **Announcements:** Broadcast timely information to all your site members or to designated groups and committees. Easily distribute polls and file attachments via external email.
- **Discussion Boards:** Host team, committee and community-wide discussions that allow members to add attachments, embed multi-media, and create photo albums.
- **Presentations, Chat and Live Meetings:** Support community-based webinars that integrate all the features of your online community, multi-day conference, or eLearning course.
- **Webinars** with desktop-sharing, webcam video and VoIP audio [not included in GSA pricing/license]
- **Calendars:** Create unlimited group calendars to generate notifications of meetings and events; forward reminders to external email, include RSVPs and polls and attach agendas, budgets, presentations or any other type of file.
- **Document Management:** Integrate a secure and comprehensive document management system.
- **Text chat** with file-sharing and transcripts
- **Profiles, Directory and Social Networking Tools:** Design personal and professional profiles with visible and private (administrator use only) fields. Download contact information into Outlook.
- **Web Forms for Data Gathering:** Format forms for any type of structured data, including polls and surveys, certification forms, best practice databases and digital story collections.
- **Content Search and Retrieval:** Search deep into your site's content—including posts, attachments, and all files that have been uploaded into your resource ASAE University.
- **Project Task Management:** Track the progress of your team's tasks and sub-tasks, assigning dependencies, responsibilities and due dates.
- **Blogs:** Empower community members to self-publish, articles, stories and strategies. Blogs can be public or restricted to pre-defined groups.
- **Multimedia files** embedded throughout your site: streaming podcasts, videos, and PowerPoint archives.
- **Multiple Languages:** Navigate your site(s) in your choice of English, Spanish, French, German, or Portuguese.
- **Mobile Support:** iCoHERE is cross-platform compatible for your Mac and PC users and will soon be accessible to your on-the-go members through their mobile PDA and Blackberry devices.



iCoHERE Services

Online collaboration initiatives are new to many of our clients. That's why we work with you to ensure that you:

- Understand the process of launching a CoP, webinar series, online conference, or eLearning course.
- Learn what works and what doesn't.
- Gain from our expertise on methods to engage your membership, stakeholders and staff.
- Learn how to sustain beneficial professional networks.
- Translate your goals and objectives into an effective site design.
- Configure your site to optimize the technical capabilities of iCoHERE.
- Benefit from our ongoing support as your online communities grow.

We don't simply provide a software platform—we provide the tools, strategies, and support you need to claim your online future.

Training. iCoHERE training includes: strategies for building and maintaining self-sustaining communities, identifying the roles of technical user and leaders, an introduction to key elements of the tool, and guidance on how to effectively use the platform to launch and host online professional learning and collaborative communities. We have training manuals for both users and administrators that cover our product. The free training that comes with iCoHERE licenses and the variety and breadth of training materials are often all future administrators and managers need to implement their community site.

Support. iCoHERE offers multiple routes to continued online user support. These include:

- Telephone and email support for Site Administrators (2ND tier support)
- Telephone help desk support from 8 a.m. to 8 p.m. EST (optional 24-hour support available)
- Instant online quick meeting capability
- Online FAQ sheets on the features that are the most frequently queried
- An integrated help desk feature to send a question directly to the help desk
- Balloon Help pop-ups for key features
- Online Administrator and User Guides; in-depth Help manuals

Consulting. iCoHERE provides a broad range of consulting and coaching services:

- Moderation and facilitation training, coaching, and assistance to help clients recruit key contributors; engage the audience; optimize lead time before events; and maximize outreach.
- Strategic consulting with leadership teams to define specific objectives for community initiatives; lay out project goals and budgets for program proposals; help secure approval for funding; assist with implementing programs as defined; and help create processes for obtaining quantitative and qualitative outcome measurements.



Past Performance Examples

The American Society of Association Executives (ASAE). As the association of association professionals, ASAE—The ASAE University for Association Leadership is committed to educating their members on association best practices and accrediting qualified members as CAEs (Certified Association Executives). ASAE University offers dozens of classes each year for CAE training and continuing education for association professionals. To accommodate their widely dispersed membership, ASAE University sought to make many of their classes available online in a secure and user-friendly virtual environment. Planning to provide the same quality content as in face-to-face classes, ASAE & The ASAE University wanted the eLearning platform to come with a full suite of features to encourage a vibrant learning community.

ASAE & The ASAE University enlisted iCoHERE to create an intuitive eLearning platform that used the full reach of the iCoHERE feature set, including:

- live and pre-recorded webinars
- document and syllabi management tools
- multiple discussion areas
- instant messaging
- networking areas and member profiles

The National Institutes of Health Clinical Center. The NIH Clinical Center (CC) facilitates the development of diagnostic and therapeutic interventions, the training of clinical researchers, and the development of processes to ensure the safe, efficient, and ethical conduct of clinical research. As integral research team members, Clinical Research Nurses provide support for the design, coordination, implementation, and dissemination of clinical research by NIH investigators, while simultaneously providing care for patients and their safety, continuity of care, and informed participation in a clinical study. The CC Intensive Care Unit (ICU) nursing staff wanted a way within a web environment to manage the learning process necessary to ensure that they maintain CC Nursing and Clinical Research competencies.

In their search for a web platform that would support the flow of a wide range of information in a rapid-response environment, CC staff found that while most software had one or two of the capabilities they wanted, only iCoHERE had their required features in a single, integrated, secure platform. Working as a team, the nursing program manager, the nurse educator, and a nursing informatics specialist tailored the main features of iCoHERE to provide ongoing access to continuing education to all staff of the ICU. Resources, discussion boards, web links, and eLearning opportunities were made available on topics as wide-ranging as policies, equipment information, staff development, research, and peer reviews.