



Enterprise CLaaS@Work Solutions Brief



CLaaS@Work for Agile Workforce

Digital Collaboration

This course enables learners to leverage digital tools for building a collaborative digital workplace with unified communication, content sharing, project delivery, tasks management, and team collaboration.

Knowledge and Skills Outcome

Develop digital workplace strategy and practices for flexi-work

Understand flexi work practices and develop digital workplace strategy for productive work.

Understand digital collaboration tools for workgroup productivity

Explore digital collaboration tools and their functions and benefits for workgroup productivity.

Use communication tools for team engagements

Use different communication tools for team collaboration, engagement and content sharing.

Sharing of digital content

Learn to store, access, and share digital documents for workgroup sharing for effective business collaboration.

Use social networking tools for connected workgroup collaboration

Explore the usage of social networking tools to connect workgroups to increase productivity.

Project Outcome

Implement MS 365 for collaborative hybrid workplace

Implement Microsoft Teams digital collaboration tool to conduct virtual meetings, share documents, automate repetitive tasks, and channel workspace for project collaboration.

Agile Management

This module aims to equip learners with knowledge and skills to adopt agile management and innovation practices for building an agile enterprise to deliver innovative products and services.

Knowledge and Skills Outcome

Agile methodology and scrum framework

Learn the concepts of agile methodology and scrum framework and its application.

Define Agile Manifesto and the 12 Principles

Understand 12 Principles Behind the Agile Manifesto and how it serves to help development teams work more efficiently and sustainably.

Apply agile leadership skillsets

Apply agile leadership skillsets to coach project teams and better communication between teams.

Business process performance

Monitor and report on the company's business process performance for better productivity.

Agile leadership toolkits

Understand the agile leadership toolkits and develop your ownership model and freedom matrix.

Project Outcome

Self-management teams

Demonstrate how the decisions made by self-managed teams are more effective.

Digital Transformation BootCamp

This solution leverages various digital technologies, tools, and best practices to create innovative business models, products, and services while improving operational efficiency and organisational performance.

Knowledge and Skills Outcome

Industry transformation maps

Maps to transform the business using digital technology and approaches.

Digital business model

Learn various digital business models under business innovation frameworks and its application.

Digital technologies for implementing digitalized workplace

Learn different digital technologies such as IoT & Cloud Computing, Power Automate, and AI applications like Chatbots, digital collaboration tool for implementing digitalized workplace.

Workforce upskilling plan

Develop workforce upskilling plan for digital transformation implementation for your organisation.

Project Outcome

Develop digital transformation plan

Analyze the digital transformation requirements of your organization and develop digital transformation plans.

CLaaS@Work for Omni Commerce

Web-Front Solutions

This course empowers learners with web design & development knowledge and skills required to create a website using WordPress, a popular content management system (CMS).

Knowledge and Skills Outcome

Dominate online presence using industry leading CMS

Develop a WordPress website to increase brand awareness and provide visibility to your products/services when users search using related keywords.

Identify your audience and design effective user experience

Define your target audience and personas before drafting the design layout and content. Identify demographics and psychographics to pre-empt your visitors' objections better.

Design for inbound marketing focused on conversion

Identify the business intent for each web page and begin structuring your website with the end conversion goal in mind.

Mobile friendly design and site discovery

Design your website for a mobile-first experience to ensure Google indexes your website for increased discovery rates.

Secure the website from hacking attempts and malware

Ensure your website is protected from cybercrimes and protect customer and organisation data.

Project Outcome

Develop a website for your organisation

Develop a website for your organisation after getting business requirements from stakeholders of the organisation.

Digital Sales Solutions

This course enables learners to create sales strategies and develop a sales kit along with a sales engagement cycle. Learners will also learn to develop omni sales campaigns.

Knowledge and Skills Outcome

Develop sales canvas, presentation, and pitches

Develop sales canvas for product-market fit to create a sales plan alignment in the sales team and develop presentation and pitches for solution sales based on the four phases.

Design digital sales process and adopt communication tools

Learn to formulate solution sales canvas for product-market fit and design digital sales process for full funnel engagement. Analyze and adapt various digital communication tools for sales prospecting.

Develop and implement omni-channel sales campaigns

Develop omni-channel digital campaign, based on sales & marketing processes and metrics to extend sales bandwidth with outbound prospecting for 10x sales productivity growth.

Identify business needs for digital sales solutions

Identify business needs from the stakeholders and validate the business plan and MVP design.

Create solution sales canvas

Identify product-market fit and create a solution sales canvas. Prepare a go-to-market strategy suitable for your organization.

Project Outcome

Prepare digital sales and campaign plan

Prepare digital sales and campaign plan for your organization and get approval from the relevant stakeholders.

Omni-Commerce Solutions

Acquire skills to plan and implement digital marketing campaigns for your enterprise.

Knowledge and Skills Outcome

Learn the fundamentals of digital marketing

Learn the fundamentals of digital marketing and various channels in digital marketing.

Plan an integrated social media marketing strategy

Plan an integrated social media marketing strategy and create a website with engaging content.

Develop an email marketing plan

Develop an email marketing plan and set up and launch paid campaigns on Google and Facebook.

Plan omni channel content strategy

Plan an omni channel content strategy and create digital sales process including digital outbound prospecting.

Design campaign content and templates

Design campaign content and templates for multi-channel interactions and optimize content driven for conversions.

Project Outcome

Develop omni marketing campaign plans

Develop and execute an integrated omni marketing campaign plan.

CLaaS@Work for Tech-enabled Operations

Enterprise Applications

Acquire Enterprise Resource Planning (ERP) applications skills and Customer Relationship Management (CRM) applications skills.

Knowledge and Skills Outcome

Understand ERP systems

Understand ERP – concepts, strategies, tools, features, and its application in business.

Examine business process and map with ERP system

Examine sales, supply chain and finance business process and map with ERP system and collect required data.

Prepare migration plan

Prepare migration and implementation plan to implement ERP system in your organisation.

Learn and configure ERP systems

Configure sales, supply chain and finance business process into ERP system.

Conduct testing

Prepare test planning and conduct the integration testing and user acceptance testing by executing transactions in the ERP system.

Project Outcome

Implement Microsoft Dynamics 365 ERP system

Implement customized Microsoft Dynamics 365 ERP systems to your organization and get sign off from relevant stakeholders.

Process Automation

Learners will build business applications with rich business logic and workflow capabilities to transform an organisation's manual business processes into digital, automated processes with little-to-no code.

Knowledge and Skills Outcome

Understand robotic process automation

Understand robotic process automation and its features, capabilities, benefits, and user experience design.

Automate business workflow

Examine how to automate business workflow and design and create apps and automate workflows.

Analyze and visualize data

Analyze and visualize data in context of automated workflow and identify UI using themes, icons, images, personalisation, form factors and controls

Identify business process

Identify business process and prepare process flow to perform automation.

Design automated flow

Design automated flow in Power Automate.

Project Outcome

Implement robotic process automation

Implement and manage apps and automated workflows using Microsoft Power Apps.

Emerging Technologies

This course acquaints learners with emerging technologies for the future world and their application in the work environment and day-to-day life.

Knowledge and Skills Outcome

Understand the application of Internet of Things

Understand how Internet of Things is the future, and has already enabled devices, home appliances, cars and much more to be connected to and exchange data over the internet.

Understand the importance of blockchain

Understand blockchain and how it offers security that is useful in many other ways and its future application.

Understand the application of Artificial Intelligence

Understand how Artificial Intelligence is connected in our day-to-day life, its benefits and future growth.

Analyze the importance of cybersecurity

Analyze the importance of cybersecurity in the digital world and how it's beneficial to your organisation.

Understand the application of Cloud Computing

Learn about cloud computing and understand why its adoption is ever growing as businesses migrate to a cloud solution.

Project Outcome

Suggest suitable emerging technology

Analyze your organisation's business process and propose suitable emerging technology requirements and prepare implementation plans.

CLaaS@Work for Intelligent Workplace

Business Analytics

Learners will use data analysis and visualization tools to import data from various sources, create mashups between data sources, and prepare data for analysis queried in non-programming language.

Knowledge and Skills Outcome

Understand data analytics and explore data analytics tools
Understand data analytics and its types, business applications, and how it is beneficial to the management. Explore data analytics tools for implementation of analytics to the business.

Perform data extraction and cleaning, configure data models
Connect data for analytics, learn to extract and clean data sources to develop data warehouse. Configure data models with data tables, relationships, and schema to perform data analytics.

Develop reports and dashboards
Develop paginated reports with table, matrix, and free-form layout from analyzed data. Create visualization dashboards to deliver business insights.

Identify business needs to provide business analytics solutions
Obtain business requirements from your organisation and identify data points to perform data analytics in Power BI.

Perform data cleansing and data transformation
Collect data from various sources and perform data cleansing. Transform data based on business requirements to create data models using Power BI.

Project Outcome

Implement business analytics solution
Create reports using relevant Power BI visualization techniques, develop Power BI dashboards and get signoff after user acceptance testing.

Data Science

Learners are equipped to operate machine learning solutions using Azure Machine Learning, also leverage machine learning to manage data extraction, preparation, model training, and deployment.

Knowledge and Skills Outcome

Understand and explore Azure Machine Learning (AML)
Understand AML workspace and manage machine learning assets such as data, compute, model training code, and trained models.

Perform data extraction and manage datastores and datasets
Manage datastores and extract datasets in an AML workspace, leverage computer resources on-demand to create for experiment runs, and implement an effective Machine Learning Operationalization solution.

Run Machine Learning (ML) experiments and train models
Encapsulate data processing and model training code which you can use to train, evaluate, and deploy ML models with minimal code.

Deploy and consume models
Design ML models to help decision-making through predictions and complete end-to-end process for training, deploying models for real-time inferencing, batch inferencing, and consuming machine learning models.

Apply responsible Machine Learning principles
Explores techniques to apply responsible ML principles, including safeguarding individual's privacy, mitigating bias, ensuring transparency, using explainers to interpret ML models and monitoring models.

Project Outcome

Implement Machine Learning solution
Create datastore and extract datasets using AML Designer and design, train, evaluate, deploy, and consume effective ML Operationalization (ML Ops) solutions.

Artificial Intelligence

This course equips learners with knowledge and skills under Artificial Intelligence (AI) and its applications to create AI solutions. Learners will also learn how AI works and how to build, evaluate, and improve Machine Learning models.

Knowledge and Skills Outcome

Exploratory data analysis in Machine Learning (ML)

Understand relationships between data sources useful in predicting labels in ML projects, identify redundant, colinear features and visualize and analyze data.

Perform data preparation and feature engineering

Perform data preparation to ensure ML models work optimally in cleaning and improving models by using cross-validation and tuning hyperparameter techniques.

Apply Machine Learning models

Apply the basics of supervised and unsupervised ML models for data prediction by extracting, cleaning, training, testing, and evaluating performance of models.

Understand capabilities of AI models

Understand types of solutions that AI makes possible and services used to create conversational AI, text analytics and many more.

Develop multiple AI solutions

Develop multiple AI solutions by exploring various computer vision techniques and services through images, video files, and natural language processing to process written and spoken language.

Project Outcome

Implement AI solution

Identify business process where you can implement AI-based solutions and create, train, evaluate and deploy the same and ensure the solution works with proper testing.



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