

sumtotal[®]

BILL OF RIGHTS

The SumTotal Bill of Rights was formed out of our deep commitment to customer satisfaction. We believe our solution is only complete when it aligns with your goals.

It's our mission to break down barriers. We believe every person has the potential to be amazing. Whatever your people can dream, your business can do. And we are here to help.

"We only have one mission, your success. Everything we do is designed to create meaningful partnerships because nothing gives us more satisfaction than seeing you deploy new possibilities across your workforce."

- Amy West, Vice President, SumTotal Professional Services

YOUR IDEAS INSPIRE OUR ACTIONS

1 This is no cheesy pick-up line. We are truly inspired by you every day. Every survey response you submit is closely reviewed. Every product enhancement idea is carefully considered. Every conversation you have with our team is shared.

WE MEET YOU WHERE YOU ARE

2 Nothing about how you work is static. Your priorities shift, the team flexes, and new regulations are drafted. We promise to be here for you through it all. We promise to hold each other accountable without being rigid. Some days that means our governance expert will be by your side in a difficult meeting. Other days that means sipping coffee across the screen from you swapping stories and making each other laugh.

WE ARE OVER-COMMUNICATORS

3 If you are looking to partner with the strong silent type, you are in the wrong place. We believe the only way to lean into your goals, is to foster open lines of communication. In fact, we insist on it. We use formal channels such as whiteboard sessions and quarterly reviews. But it's the personal bonds you will build with your SumTotal team that distinguishes our partnership. You might call us a little obsessed with transparency. We'd be OK with that.

WE DON'T OUTSOURCE THE HARD STUFF

4 When it comes to your workforce – proven matters. We've spent more than 30 years assembling the most experienced team, proving our software in thousands of organizations of all types of complexity, and studying the trends that are driving change. It's our team that's accountable to you.

SUMTOTAL EXPERTISE BY THE NUMBERS:

9.2 / 10
customer
satisfaction score

80%
satisfaction survey
response rate

165
global services and
customer success
team members

10
average industry
tenure (in years)

WE COLLECT EXPERTS

5 Don't worry, it's not in the mad scientist way. The SumTotal team is a group of dedicated professionals with deep industry expertise. Many of our team members are former customers with an average tenure of 10 years.

WE NEVER STOP LEARNING

6 Your organization never rests, and neither do we. Each day hundreds of SumTotal engineers work tirelessly to advance what's possible.

TRUST IS EARNED

7 We're not perfect, but we always own our mistakes. If we've let you down, we make it easy to let us know so we can correct the problem.

ABOUT SUMTOTAL

SumTotal provides a unified, comprehensive Learning and Talent Development suite that delivers measurable impact across the entire employee lifecycle. With SumTotal, organizations can build a culture of learning that is critical to growth, success, and business sustainability. SumTotal's award-winning technology provides talent acquisition, onboarding, learning management, and talent management solutions across some of the most innovative, complex and highly regulated industries, including technology, airlines, financial services, healthcare, manufacturing, and pharmaceuticals.