Credential Management Made Simple

Pearson Credential Management, formerly Integral7, offers a comprehensive, end-to-end solution for credential management that streamlines every aspect of your program, making life easier for you and your constituents.

Efficiency at Every Step

Our hosted solution automates and simplifies the management of your program. All your data sources — test service providers, data management systems, member management systems, internal business systems — are seamlessly integrated using sophisticated import routines that ensure data accuracy, eliminate duplicate records and automatically reject incorrect data. Intuitive configuration tools help you automate program steps and communications. All the while, versatile customer service and workflow features make it easy to manage requests, customize self-service functions, and perform e-commerce transactions. Finally, powerful reporting capabilities track exam success, detect fraud, identify opportunities for targeted marketing and help define strategies for program growth and compliance. Whether you deliver 100 or 1,000,000 exams a year, Pearson Credential Management provides the automation and self-service functionality you need to reduce your program costs and increase your program revenue.

Learn more

Call us at **888.754.3600**.
Email us at **info@pearsoncred.com**.
Find us on the Web at **www.pearsoncred.com**.

PEARSON

Credential Manager™
Helps You Grow Your Program

Candidate Features

Credential status and history
- Review credential status
- Review credential and renewal requirements
- Review complete candidate history

Personal information update
- Review and update demographic information
- Report completed program requirements
- Affiliate with a business partner

Online applications and forms
- Fill in program and exam applications
- Submit recertification and renewal applications
- Upload supporting documents
- Complete other forms defined by the sponsor

Online payment
- Pay with credit card, check, invoice, wire transfer and other methods
- Review order online and via email confirmation

Automated, secure communication
- Receive automated emails with targeted guidance to help complete credential
- Receive expiration warning emails with steps for recertification
- Opt in and out of automated program emails
- Communicate with staff via a secure, web-based customer service system

Custom home page
- View relevant information and promotions at each login
- Review Certification Coach for targeted next steps for certification and recertification
- View custom banners with partner promotions and relevant information such as retake discounts, training bundles and more
- Review certification status, history and more

Continuing education tracking
- Track and submit CE credits with custom online CE tracking form
- Search CE provider and course calendar

Document repository
- Find and download logos, instructions and other credential-related documents
- Access relevant documents based on credentials and other candidate attributes

Credential verification services
- Prove credentials to employers and other stakeholders

More
- Login 24x7 via secure candidate portal
- Opt into online public registry
- Establish mentor relationships

Staff Features

Customer service
- Manage workflow with candidate, incident, payment and fulfillment queues
- Review and update candidate information
- Review and update candidate results and certification status
- Manage merge queue and candidate de-duplication
- Review complete transaction history for each candidate
- Benefit from unified candidate and customer service tools

Program administration
- Visually create and update program rules with support for complex rules and multiple certification tracks
- Create rules for exams, applications, payments, transcripts, work experience, CE, etc.
- Use audit feature for candidate requirements to reduce staff workload while maintaining candidate honesty
- Grant credentials automatically based on completion of certification program rules

Eligibility and fulfillment management
- Automatically send exam eligibility records to test service providers
- Automatically send information to fulfillment providers; fulfillment issues are queued for staff review

Automated communication
- Send automated event-based emails with reminders and next steps to help candidates get certified
- Create and personalize automated HTML email messages with event-based email editor
- Answer candidate questions, track communication histories and make private comments in candidate records with the web-based customer service system

Continuing education and provider management
- Manage CE sources, credits, conversions and other options
- Manage approved CE providers and courses
- Offer self-service web portal for approved providers
- Enable self-reporting of CE progress by candidates

Recertification management
- Send automated expiration warning emails with reminders and steps for recertification
- Create and update recertification rules
- Grant recertifications automatically based on completion of recertification rules

E-commerce with instant credit card processing
- Collect candidate fees
- Manage multiple payment types
- Generate added revenue from certificate re-order, publish credentials, provider course listings and other services

Investigations
- Manage a formal investigative process of meetings, documentation, decisions, sanctions and appeals

Staff Features (continued)

Reporting
- Increase revenue, save costs and expand your program with dozens of predefined reports and wizards
- Manage your program with operational reports
- Summarize program statistics with dashboard reports
- Identify avenues for expansion with marketing reports
- Analyze exam validity with psychometric reports
- Run exam result reports, fraud detection reports and more

Data & Systems Management

Hosted solution
- Frequent software updates
- Tier-one data center provides unmatched security, uptime and backup services
- Data center meets regulatory requirements including SAS-70 Type II and many others
- No new IT budget required: IT personnel and software and hardware upgrades included
- Hosted solution offers financial savings and predictable yearly costs
- Small and large credential sponsors benefit by outsourcing this IT function
- Support for multiple languages

Data import and cleansing
- Automated results import from test service providers and other data sources
- Sophisticated, time-tested error-checking automatically returns bad records
- Automated data de-duplication and merging
- Data feeds from learning management systems, association management systems and other third-party services and software

Security
- Tier-one data center provides unmatched physical and digital security
- Client-defined role-based user access
- All data transmission secured via SSL

Data exchange and integration
- Test service providers
- Association management systems
- Learning management systems
- Accounting packages
- Fulfillment vendors
- More