

Reference from a former Development Manager, Corporate Initiatives, Microsoft

My first exposure to Sublime Media was while I was working as a Development Manager for Microsoft. I was responsible for producing training for four of the seven major strategic corporate initiatives - product training, competitive strategy training, and platform training. Having been a vendor myself and having seen many vendors come and go at Microsoft, I can honestly say that Sublime Media is in a league of their own, in terms of how they run their business and what their team produces.

I first hired Sublime Media to provide technical consulting and expertise while I evaluated the portability of a number of online learning solutions. Microsoft was in the process of implementing a new LMS and my challenge was to ensure the existing learning solutions built by other vendors would continue to work following migration. At the same time, many of the training solutions were considered substandard in presentation, content, and interactivity by Microsoft's field, who were my primary customers.

The first thing that struck me was the spirit of cooperation from Sublime. Often times, when you're representing a company with the size, influence, and budget of Microsoft, vendors turn to infighting to position themselves as the next "big thing." Sublime Media provided the necessary guidance and suggested improvements to the learning solutions while maintaining a level of respect towards other vendor's work that I didn't often see. They were able to present themselves as strategic advisers (a term often over used in today's marketplace) by demonstrating they had Microsoft's best interest in mind and let their work speak for itself. They were continually superb at helping our management and non-technical learning teams understand very complex technical solutions in a common language that everyone could understand. It allowed me to guide my management through some very difficult decisions without resorting to techno-babble.

My relationship with Sublime Media continued to grow as I engaged them for more and more projects – gradually, they became my sole development vendor. Sublime Media was the lead development vendor providing templates and consulting services to secondary vendors. However, the other vendors did not have the same spirit of cooperation, the same ability to perform, and seemed focused on "scope" instead of rolling with the challenges that faced these programs. Sublime Media was my right hand in making many of the technology and learning decisions that helped the

organization I was a part of become a top-performing learning organization in Microsoft.

Sublime Media's commitment to their customers is second-to-none for any vendor I've ever dealt with during my tenure with Microsoft. Whether it was a project that needed as much confidentiality and priority as possible or scaling up for Vista/Office readiness (role based, region based, customized courses resulting in over 30 hours of courseware), Sublime Media continually performed.

I've thrown product slips, content slips, feature additions/removals, extremely tight timelines, just about anything that could possibly go wrong with a project and Sublime Media handled each challenge in stride.

They are continually looking at the big picture. They performed as developers, strategic consultants, and took an extremely high level of pride in their work. As a Development Manager, they assumed that my issues were their issues. If mistakes were made, they were honest about it and acknowledged their weaknesses. If Sublime Media made a commitment or gave an opinion, I quickly learned I could trust what they said. Sublime Media is the most reliable vendor I've dealt with.

Sublime Media is a joy to work with – they're competent, honest, knowledgeable, and trustworthy. I have no doubt that any organization that engages Sublime Media will see a greater level of success due to their involvement.

K.M

Former Development Manager, Corporate Initiatives, Microsoft

Senior Project Manager

[Full contact information available upon request]