

Technical and Systems Training

If understanding this quickly-evolving technology leaves you feeling less than adequate, you are not alone. These days, as telecoms technologies become more specialised; many people find it difficult to articulate to new audiences exactly what the differences among competing technologies are. Let us take the complication out of it – by simplifying your technology Training.

Our trainers have guided hundreds of participants through various modules that have been written specifically for our clients. Our training modules range from 'Training the Trainer', scaling down to 'End User' training to help simplify the transition from existing systems to the new technologies.

Unless your Customer's staff are trained on using your new solution, you cannot expect them to reap the full benefits of the investment. In addition to this, there is often the challenge of staff being resistant to change. By explaining the reasons behind a new system to create an understanding, outlining the benefits and providing training, you will be on the road to staff embracing these changes.

We don't believe in "one-size-fits-all." We take a role-based approach. Our professional in-house training experts design tailored programs reflective of business processes, key terminology, and the unique end user tasks in your company. On-site or Train-the-Trainer services are available to ramp your internal instructors on how to educate the user community.

End user adoption is important for a number of reasons, including:

- Your Customer paid (or is paying) a significant amount of money for the solution, therefore, it is important to get business value from the software
- People are your most important intellectual property. If they do not use or do not know how to use the latest technologies, you are not helping them or the organization be the most productive possible

Let us put the optimal training program in place for you. We are committed to playing a key role in educating users on effectively using their unified communications solutions to assist their jobs more efficiently.

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**Develop
a passion for
learning.
If you do
you will
never cease
to grow.**”

