

# OpenText Learning Services

## Enabling people to help maximize your OpenText Solution

We are dedicated to helping you succeed with your project by getting technical and functional professionals up to speed as well as enabling (large) end user groups. We have the years of experience, curriculum, certification programs, creative vision, and state-of-the-art technologies to help you with knowledge and skills to meet your demanding business challenges.

### Course Schedules

Many of our instructor-led courses are offered regularly at OpenText locations around the world. Current classroom schedules and Learning Services information can be found at <http://www.opentext.com/training>.

### Training Methods

OpenText employs a blended approach to learning, which combines instructor-led training, consultative education support, virtual learning environments and well-defined programs for various roles.

### Instructor-led Learning

Get individualized, hands-on training at one of our learning facilities located in major cities around the world. Courses are delivered in a lecture/lab setting, with an emphasis on practical application and discussion. All of our training facilities are of high quality to ensure the most effective learning environment. Do you have a group of users to train and a facility to do it in? We can come to you as well. The majority of our Instructor-led courses can be hosted in an on-site facility.

### Virtual Classroom and eLearning

Many organizations are working in a geographically dispersed environment and local training sessions may create prohibitive travel costs and/or scheduling conflicts. OpenText Learning Services offers a number of eLearning programs and virtual classroom formats making it easy for your employees to get the training they need, to work more effectively with OpenText Solutions. If you prefer something tailored specifically to your users and their needs, let us partner with you to create custom virtual programs based on industry standards for delivery.

### THE BENEFITS OF WORKING WITH OPENTEXT LEARNING SERVICES

- *Recognized modular Certification programs*
- *Quality worldwide proven curriculum*
- *Learn every possibility of your software*
- *With effective user adoption programs, enable your organization*
- *Less calls to the help desk*
- *Maximize your software investment*
- *Custom training programs to meet very specific needs*
- *Highly qualified dedicated training professionals*
- *Get knowledge and skills directly from the source*



## User Adoption Programs

User Adoption is about providing proper knowledge and skills to enable but more importantly **aspire** users to make the most of your (OpenText) solution. We help users adopt by providing comprehensive solutions including centralized creation, publishing, and sharing of knowledge and skills. A well designed user support solution empowers employees to obtain and exchange anything critical to their job, at their moment of need.

## Education Consulting

In addition to the regular course schedule, we offer a variety of consultation services to optimize your learning efforts. These services include the following:

### Training Requirements Assessment (TRA)

Designed to identify the training needs of those employees who work with and support OpenText Solutions, the TRA delivers:

- An analysis of your user community
- Approach, strategy and methodology for training identified user communities
- A training plan and schedule

### Custom Curriculum

Every solution has its own business needs. OpenText Learning Services can help to optimize the curriculum so that you receive best practice education. Let us help create learning programs that leverage existing knowledge and material to fit the unique needs of your business.

### Coaching and Rollout

During the rollout phase, change management can be a challenge. OpenText Learning Services can help - whether you need short 'refresher' training sessions, half-day workshops, floor walking, intense coaching at users' desks, or rollout project management. Additionally, "How-To" reference guides and other end-user materials are underestimated tools to help motivate people to 'buy-in' to your upcoming changes. As a part of this service, we can provide these documents to you.

## Certification Programs

Learning Services offers comprehensive programs for various roles involved in the technical and functional elements of the OpenText solution. Typical roles involved in many projects include administrators, help desk, project managers, developers or functional trainers. These predefined role-based curriculums make it easy to choose the right education plan to meet your business needs and goals.

Certification has become an industry instrument used to demonstrate expertise and to differentiate exceptional employees from their colleagues. Certification is awarded to participants that obtain a passing grade on certification examinations often in combination with a practical project component. Go to our [certification page](#) with information which is best for you or contact us directly.

**[www.opentext.com/training](http://www.opentext.com/training)**

**AMERICAS • TRAINING@OPENTEXT.COM • +1 847 267 9330 • 1 847 267 9330**

**EUROPE, MIDDLE EAST, AFRICA • TRAINING\_EUROPE@OPENTEXT.COM • +1 847 267 9330 • 1 847 267 9330**

**ASIA-PACIFIC • APACTRAINING@OPENTEXT.COM • +1 847 267 9330 • 1 847 267 9330**