Learning Services

Increasing User Adoption

Learning Services: Get the most out of your software investment

The Challenge

"A successful ECM application is not measured by whether it is up and running – it is measured by the number of users actively using the system daily."

Tom Jenkins – ECM Methods: What You Need to Know

"Training is essential in helping the enterprise roll out an effective ECM system…A training requirements assessment can help organizations to ensure a healthy, secure ECM environment by providing knowledge managers, trainers and system administrators with the right training to use new tools effectively."

Tom Jenkins – Managing Content in the Cloud

The Solution: More than just training:

OpenText is committed to maximizing your technology investment by effectively leveraging and enhancing the OpenText ECM Suite of Products and Solutions. Our comprehensive learning services are designed to meet the needs of all of the various roles within the organization. Whether you are a business user, a technical expert or a developer, our goal is to help you to develop both the technical know-how and the creative vision it takes to meet your most demanding business challenges.

Services and Products

OpenText employs a blended approach to learning combining instructor-led training, consultative education support, virtual learning environments and well-defined programs for different 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 equipped with Windows-based PC workstations, Internet connections and state-of-the-art projection systems to ensure the highest quality learning environment for our students. Do you have a group of users to train and a facility to do it in? Let us come to you. The majority of our Instructor-Led courses can be hosted in an on-site facility.

Education Consulting

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

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THE CONTENT EXPERTS

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 ECM user community.

- Approach, strategy and methodology for training identified user communities.

- Training Plan and Schedule

Custom Curriculum

Every IT solution has its own business needs. OpenText Learning Services can help to optimize curriculum so that you receive best practice education. Let the Content Experts™ 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 is 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 as well as other end-user materials are underestimated tools to help motivate people to 'buy-in' to your upcoming changes and as a part of this service we can provide these documents to you.

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.

Want 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 with or without a Learning Management System.

Expert Programs and Certification

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

Some of the above mentioned programs form part of the certification process for employees. 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 in combination with a practical project component. The prerequisites may be obtained through a combination of the above mentioned programs, virtual classroom training and case studies.

Learning Services Startup Program

New to OpenText? The Learning Services Startup Program is designed to identify and address your education needs from the implementation of your solution through to production.

Expert Workshops

Designed with a focus on highlighting specific OpenText solutions and technical topics, workshops are delivered by the most knowledgeable OpenText expert(s). Typically shorter in duration than classroom-based courses, these workshops are an effective way to impart information tailored to your deployment to small groups of technical users. Advanced topics are often covered and the interactive design of the workshop is highly appreciated and valued by our customers.

The Benefits

The benefits to OpenText Learning Services are many:

- Decreased Calls To The Help Desk.
- Improved Understanding of ECM Solutions.
- Improved Knowledge Sharing & Collaboration.
- Increased User Adoption & Satisfaction.
- Management Confidence in Software Selection.
- Cost Effective Programs and Methods.

Course Schedules

Many of our Instructor-Led courses are offered regularly at OpenText locations. Current classroom schedules and Learning Services information can be found at http://www.opentext.com/training.

How to Begin

For more information about us please contact:
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www.opentext.com/training

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