

Training

The guidance to get more from your IT investment

The UNIT4 Training Service provides a range of options to help your organisation get the most from the business software solutions you have chosen.

ERP software sits at the heart of your organisation, relying on and supplying information that determines current performance, future direction and strategy. Therefore, the efficiency and accuracy of your business functions are of paramount importance, and minimising the risks of user errors has to be a top priority.

It is crucial that each person who comes into contact with your ERP system is fully trained in the functions and facilities available to enable them to fulfill their role within their team. Success of a new installation or upgrade can ultimately depend on the quality and level of training provided.

As a key part of our Training Service, the Training team provides a variety of ways to help your organisation reap maximum benefit from your ERP solution, enabling you to achieve:

- detailed understanding of the system's potential
- faster, more efficient implementations and upgrades
- ongoing, optimum return on your software investment
- faster adaptation to new release
- quicker reaction to changes in business practice.

Lifetime learning

Continuous learning is vital for individuals and organisations to succeed in a constantly changing environment. With this in mind, our Training Service provides end-to-end training options:

- throughout the implementation lifecycle - from learning the "Design Principles" prior to implementation, through "Preparing for your Implementation" and "What's new in...?" upgrade training when moving to a new version of software, through to general "Product" and "Technical" training.
- for the whole range of people involved - for a new installation project and the ongoing use of the system within the organisation. This can include a wide variety of staff - from the implementation project team, through transaction processors, to information users.



Our team

UNIT4 has a team of professional trainers, supported by consultants, with a wealth of experience in implementing ERP systems utilising their regulatory, statutory and industry knowledge and experience.

The training services are constantly monitored, and your evaluation sought, to ensure quality is maintained at an exceptionally high standard.

Our services

In relation to your ERP system, you may have a range of training needs. Our Training Service includes:

Technical

The environment within which your ERP solution is installed, and how your ERP solution works with it, are of fundamental importance. Our technical training courses will educate your in-house or out-sourced technical team on the installation, and how to manage the system for optimum performance.

Super user

The aim of our training is to make you self-sufficient as quickly as possible, thus reducing the time and investment you need to make for additional training services. We also believe that having more knowledge within the organisation leads to a more effective business function.

Building and administering a system can be a complex and responsible task. An understanding of the system setup is required in order to support users in their daily operation. Super Users fulfill this role and the super user training courses are designed to provide understanding of how the ERP system works from a functional perspective.

End user

End users can help you realise the benefits of your investment, so it is critical to design and deliver relevant and timely training to the end user community, which incorporates your business processes and procedures.

We offer end user training services that include 'scoping exercises', to help plan and budget for the skills transfer, and Training Needs Analysis, for course development with supporting documentation and training delivery.

Post-implementation

As employees move on to another project, leave the organisation, or the implementation project has completed, it is important to identify post-implementation Super Users and provide the necessary training to enable them to administer and support your ERP system. The standard Super User courses will provide the required training.

In order for all users to build on their existing skills and realise more benefits, additional post-implementation training is offered:

- Training on the powerful enquiry and reporting tools to ensure information is extracted and presented for better decision making.
- 'Refresher' training to help users make more efficient use of the system, reminding them of shortcuts and best practice.
- 'Differences' training to support upgrade projects

Bespoke

We can also provide tailored courses exclusively for your organisation. These range from coaching and surgeries to focused training (for individuals, groups of users or onsite trainers). All are carried out on a system that is the same as your in-house system, with full documentation provided if required. Further information is available on request.

Delivering key business benefits

The training teams provide a variety of delivery options, depending on your organisation and your exact training requirements. The following options are available, complete with course materials to assist you (the material is also a valuable future reference guide):

Scheduled

We offer a range of scheduled interactive, 'classroom-style' Product Training Courses, covering core areas of the solutions. These courses are run using a standard training database and are held at one of our training centres. These courses are available to all customers.

Classroom

Either held at your premises, or at one of our training centres, this will allow up to 6 people to be trained at once – all receiving a high level of individual attention from the trainer.

These courses are fully interactive and we encourage participation and active learning, where delegates have the opportunity to share experiences and problems, and work through real-life scenarios with others in the group. This area is critical to resolving any queries and questions you may have

eLearning

This method of training is cost effective for providing short training sessions to large numbers of users.



Contact Us

For further details about our Training options, please contact us on:

T: 01275 813250

E: training.uk@unit4.com

www.unit4software.co.uk

About UNIT4

UNIT4 is a global business software company that creates, delivers and supports adaptable business software and services globally to help dynamic organisations manage their business needs effectively. We aspire to set the global standard for business software that helps dynamic organisations to embrace change simply, quickly and cost effectively. We have a broad portfolio of solutions that address different markets, requirements, technologies and types of organisation.

With offices in 13 European countries, as well as 6 countries across North America, Asia Pacific and Africa and sales activities in several other countries, a revenue of €393.6 million was realized in 2008. UNIT4 is headquartered in Sliedrecht, the Netherlands. The company has around 3,450 employees.

The Group incorporates a number of the world's leading change embracing software brands including Agresso Business World and CODA financial management software.

For service-intensive organisations, the Agresso Business World ERP suite is widely acknowledged as the business software solution that delivers the lowest Total Cost of Change. This is achieved thanks to its VITA™ architecture which allows for ongoing, post-implementation changes without the typical external IT costs and services that can cost firms huge sums of money each year.



UNIT4 headquarters

CODA, our best-of-class financials brand, offers mid- to large sized organisations around the world financial management, analysis and business process management. CODA solutions are differentiated by its LINK™ architecture that provides financial executives a 'no compromise' approach to application change management by allowing business systems to be added or changed and easily integrated into the most dependable enterprise financials solution on the market.

www.unit4software.co.uk

UNIT4 Business Software Limited

Registered UK Addresses

St. George's Hall, Easton-in-Gordano
Bristol BS20 0PX, United Kingdom

T +44 (0) 1275 377200 **F** +44 (0) 1275 377201

E info.uk@unit4.com

Copyright © UNIT4 Business Software Limited.

All rights reserved. The information contained in this document is intended for general information only, as it is summary in nature and subject to change. Any third-party brand names and/or trademarks referenced are either registered or unregistered trademarks of their respective owners.

Cardale Park, Beckwith Head Road
Harrogate HG1 1RY, United Kingdom

T +44 (0) 1423 509999 **F** +44 (0) 1423 530525

E info.uk@unit4.com