TRAINING SERVICES ACCOMPANIMENT ALONG DIGITAL TRANSFORMATION

Enterprises can increase profitability and ensure company growth by leveraging new digital transformation-enabled technologies.

Training services help you ramp-up your skills, adopt new technology and become autonomous on your digital transformation journey.
TRANSFORMATION JOURNEY

Advising and securing technology transitions and Cloud migrations

Consulting Services
Define the best strategy, design the solutions and the plan for success

Implementation Services
Implement the plan, validate and integrate the latest technologies

Move from ideas to reality with agility and confidence
We support your technology journey with training to ramp-up your skills

- **STATE OF THE ART**: Benefit from 30 years of experience in training design and delivery
- **INNOVATION**: Using latest technologies, multi-media, virtualization and remote access
- **STRATEGIC**: Ensuring the durability and efficiency of your investment in people
- **COMPETENCY TRANSFER**: A strong network of experienced instructors, and a training offer for every competency
- **WORLDWIDE PRESENCE**: Delivery capabilities around the world; regional training centers and local trainers
OPTIMISATION & ADOPTION

Maximise adoption, productivity and ROI

Synergy and proximity to maximize solutions usage and Customer value

Optimisation Services
Optimise ROI focusing on security, performance, operational efficiency and evolution

Adoption Services
Align technology with business needs and shorten ramp-up
You maximise your investments and technology adoption with autonomous solution management

• **ADMINISTRATOR TRAINING**: Maximise products use and enable autonomous operation

• **PARTNER TRAINING**: Provide Partners with the tools to deliver the highest level of customer support

• **CERTIFICATION**: Competencies recognition and a qualified guarantee to sell, design and install ALE solutions

• **BLENDED LEARNING SOLUTION**: eBooks, online, classrooms and virtual training sessions, let you reduce training time, save on travel expenses, and maximise your knowledge at a lower costs
INDUSTRIES & CUSTOMISATION

Enhance user experience leveraging pre-defined and bespoke use cases and industry practices

Capitalise on use cases and business benefits

Industry Blueprints
Industry use cases to provide generic value-added services plus last mile customisation

Specific Developments
Define use cases and co-develop solutions and applications
INDUSTRIES & CUSTOMISATION

We create customised and onsite training to meet your business needs

AS VENDOR, WE ARE UNIQUELY POSITIONED TO TAILOR OUR TRAINING TO SUPPORT OUR CUSTOMERS IN THE USE OF OUR PRODUCTS

ON-QUOTE SERVICES

- CUSTOMISED TRAINING: Create training objectives and content to meet specific needs
- DEDICATED SESSION: Maximise skill acquisition and focus content to your business priorities
- ONSITE TRAINING: Combine privacy, flexibility, teamwork and cost savings
A TRAINING OFFER MATCHING ALL NEEDS

For all profiles
- NEWCOMERS
- EXPERIENCED
  - WITH ALE SOLUTIONS
  - WITH OTHER VENDORS SOLUTIONS

Via a mix of blended learning methods
- EBOOKS
- I-LEARNING
- C-LEARNING
- V-LEARNING
- REMOTE LABS

Standard or customised training

At our premises or at your site

For all metiers
- SALES
- PRESALES
- POSTSALES
- ADMINISTRATORS

On all ALE solutions
- COMMUNICATIONS
- NETWORK
- CLOUD
- INDUSTRIES
TRAINING FOR PARTNERS

• Is your staff sufficiently trained to handle newness?

• Is your staff confident enough with ALE products/solutions new features or new release when facing the customer?

• Do you need to train your staff in order to acquire new specialization or complete requirement for a specialization?

KNOWLEDGE HUB IS YOUR ALL-IN-ONE LEARNING PLATFORM COVERING THE ALCATEL-LUCENT ENTERPRISE SOLUTIONS PORTFOLIO

PARTNER RAMP UP EASIER AND FASTER

TRAINING INVESTMENT AT A LOWER COST

BUILD A FOUNDATION FOR LONG TERM BUSINESS

Click here to access
Competencies are recognized and validated through a certification program with diplomas:

- Certification for Sales, Presales and Postsales
- Progressive program with graduated levels from the standard level to the advanced level
- Benefit for specializations required for accreditation of the company (Enterprise Partner Program)

It provides a guarantee to your customers that you are fully qualified to deliver the high-quality systems they require.
BENEFITS FOR BUSINESS PARTNERS
TRAINING TO LEVERAGE BUSINESS

STAY AHEAD OF CUSTOMER TECHNOLOGY NEEDS, REQUIREMENTS & EXPECTATIONS

INCREASE CUSTOMER SATISFACTION WHILE INCREASING MARKET SHARE

ENSURE THE DURABILITY & EFFICIENCY OF YOUR INVESTMENT IN PEOPLE

FEEL MORE ENGAGED, WHICH REDUCES EMPLOYEE TURNOVER

SPEED UP EXECUTION WHILE BEING MORE CONFIDENT & EFFICIENT
TRAINING FOR CUSTOMERS

• Is your staff sufficiently trained to maximize the use of our products?

• Is your staff confident and autonomous enough with ALE products & solutions?

Learn how to deploy and administrate our solutions to ensure a solid foundation to your business deployment

Acquire the right skills to ensure the support your IT needs now and into the future

AS MANUFACTURER, WE ARE UNIQUELY POSITIONED TO TAILOR OUR TRAINING TO SUPPORT OUR CUSTOMERS IN THE USE OF OUR PRODUCTS

▪ On the Enterprise Portfolio: Communications and Network

▪ Whatever your market segment: Small, Mid or Large

▪ Using appropriate media and delivery mode

▪ Worldwide delivery, at our premises or at your site

▪ Standard or customized training

▪ Dedicated sessions on demand
BENEFITS FOR CUSTOMERS

GET READY FOR THE FUTURE
• Equipped to face current and upcoming challenges
• Contribute to company growth and reputation

SKILLED EMPLOYEES: A KEY ELEMENT FOR ORGANISATIONS
• Increase job satisfaction; improve customer service
• Boost productivity; positively affect the bottom line

TRAINED STAFF USE SOLUTIONS EFFICIENTLY
• Gain autonomy; decrease the need for supervision
• Operational excellence; attract and retain customers
BLENDED LEARNING SOLUTIONS

➢ TO MAXIMIZE KNOWLEDGE ACQUISITION
➢ TO REDUCE TRAINING TIME
➢ TO LOWER TRAINING COSTS
➢ TO MINIMIZE TRAVEL EXPENSES

➢ EBOOKS: Get the training materials in PDF format, for free.

➢ INDIVIDUAL LEARNING: Learn at your own pace with individual computer- or web-based tools.

➢ CLASSROOM LEARNING: Benefit from face-to-face interaction with one of our certified instructors in a traditional classroom environment.

➢ VIRTUAL LEARNING: Enjoy all the advantages of traditional on-site classroom training at your location. Participate in real-time remote learning sessions with one of our certified instructors and practice during remote laboratories.

➢ REMOTE LABORATORIES: Connect remotely to high-quality equipment to enhance your skills through hands-on
HOW TO ORDER?

- All training part numbers are orderable in eBUY (accessible 24/7) in the eBuy Training catalog.

- **Training Units** provide an alternative ordering model to limit the number of orders through a training account you can manage according with your needs over time!

  - **COST SAVINGS**: Save time and money by reducing the number of purchase orders

  - **SIMPLE**: Get a global training units account for your company or team that you can manage directly according your needs over time

  - **EFFICIENT**: Get ONE place on your Knowledge hub to manage your training plan and budget, consume your training units assigning directly training to your employees
CONTACT YOUR REGIONAL TRAINING MANAGERS
AND GET TRAINED NEXT TO YOUR DOOR

Los Angeles
Mexico
São Paulo
Brest
Paris
Moscow
Milano
Dubai
Shanghai
Kuala Lumpur
Singapore
Sydney

Frances Irgang

France:
Dominique Rieu

America, Iberia, Africa Middle East
Helena Cordeiro

Europe North, West, East, Germany, CMC, Balkans & Turkey

Europe North, West, East, Germany, CMC, Balkans & Turkey
Frances Irgang

CU SE Asia, MBS, Hongkong, Macau
Sharon Koh

CU ANZ, North Asia & South Asia
Pedro Andrade

Consult the Training Center locator to get all locations
KNOW MORE

• Customer can get further details on the Public Site in the Products & Solutions / Services / Training Services section and consult the documents:
  • Training offer for Communications, Cloud and Verticals
  • Training offer for Network
  • Training center locator
CONTACT US

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www.al-enterprise.com

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