TRAINING SERVICES

VALUE PROPOSITION FOR CUSTOMERS

NOVEMBER 2023
AGENDA

- Introduction to ALE Training Services
- ALE Training Services in figures
- Customers challenges
- Training offer for Customers
- A training offer matching all needs
- Innovative delivery methods
- On quote training services
- Worldwide presence
- Benefits for Customers
- Contact us
INTRODUCTION TO ALE TRAINING SERVICES

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

• STATE OF THE ART: Benefit from 35 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 centres and local trainers
ALE TRAINING SERVICES IN FIGURES (2023)

- 1,650 days of trainer delivery annually
- 2,050 unique users’ monthly access to our LMS
- 87% satisfaction rate (average score, evaluated by trainees)
- 175 training courses references
- 500 training sessions delivered annually
CUSTOMERS CHALLENGES

• Is your staff confident and autonomous enough with ALE products & solutions?
• Is your staff sufficiently trained to maximize the use of our products?

If any of these or all of these is/are a challenge for you, the ALE training offer for Customers is the solution:

• 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
TRAINING OFFER FOR CUSTOMERS

WE PROVIDE YOU WITH THE TOOLS TO AUTONOMOUSLY MANAGE AND USE ALE SOLUTIONS EFFICIENTLY AND WITH CONFIDENCE

• On the Enterprise Portfolio: for Communications, Cloud, Network and Industries

• 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
A TRAINING OFFER MATCHING ALL NEEDS

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

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

Standard or customized training

At our premises or at your site

For all metiers
- ADMINISTRATORS
- END-USERS

On all ALE solutions
- COMMUNICATIONS
- NETWORK
- CLOUD
- INDUSTRIES

A certification program to validate ALE’s Partners knowledge and know-how and ensure Customers their solutions providers are better suited to provide support on ALE solutions
INNOVATIVE DELIVERY METHODS TO MAXIMIZE KNOWLEDGE ACQUISITION

**CLASSROOM TRAINING:** Benefit from face-to-face interaction with one of our seasoned instructors in a traditional classroom to practice and learn how to provide the highest standard of implementation and support.

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

**INDIVIDUAL LEARNING:** Individual Learning to allow trainees learn at their own pace to optimize apprenticeship with individual computer- or web-based tools.

**REMOTE LABORATORIES:** Connect remotely to real high-quality equipment to practice.
Standard courses are delivered through our worldwide network of training centres.

ENTER OUR LEARNING AREA!

Classroom Training
Wherever you are located we are not far from you!

Our own Training Centres
Training programs and strict quality control ensure first class education of our course participants.

Our Training Partners
The warranty of the right service level from seasoned experts of our local authorized Partners from registration request to invoicing.

Training partners decide their own training schedule, location and pricing.
ON QUOTE TRAINING SERVICES

WE CREATE CUSTOMIZED AND ONSITE TRAINING TO MEET YOUR BUSINESS NEEDS

• CUSTOMIZED TRAINING: Create training objectives and content to meet specific needs and maximize skill acquisition and focus content to your business priorities

• ONSITE TRAINING: Combine privacy, flexibility, teamwork and cost savings

→ TRAINING INVESTMENT AT A LOWER COST

→ BUILD A FOUNDATION FOR LONG TERM BUSINESS
**BENEFITS FOR CUSTOMERS**

**GET READY FOR THE FUTURE**
- Skilled 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
For your Training Services requests, contact your local Training Customer Support:

- **Asia-Pacific:** [apac.training-services@al-enterprise.com](mailto:apac.training-services@al-enterprise.com)
- **Central/Latin America:** [cala.training-services@al-enterprise.com](mailto:cala.training-services@al-enterprise.com)
- **North America:** [nar.training-services@al-enterprise.com](mailto:nar.training-services@al-enterprise.com)
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