

# TRAINING SERVICES

## VALUE PROPOSITION

DECEMBER 2020



# 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

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Transformation Journey



Optimisation & Adoption



Industries & Customisation

# TRANSFORMATION JOURNEY



Advise and secure technology transitions and Cloud migrations

Move from ideas to reality with agility and confidence



## 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

# TRANSFORMATION JOURNEY



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



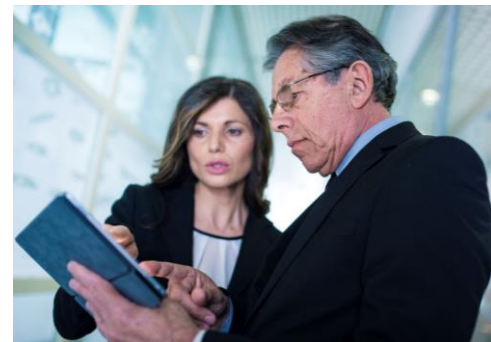
Maximise adoption, productivity and ROI

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

# OPTIMISATION & ADOPTION



You maximise your investments and technology adoption with autonomous solution management

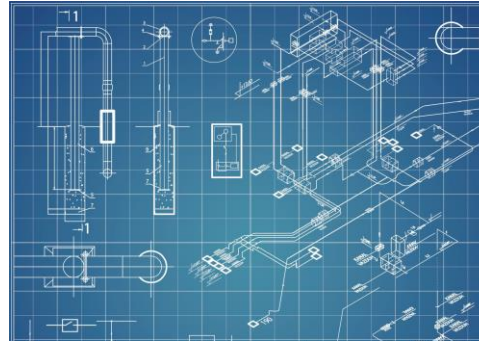
- **ADMINISTRATOR TRAINING:** Maximise products use and enable autonomous operation
- **PARTNER TRAINING:** Provide Partners with the tools to deliver the highest level of customer support
- **CERTIFICATION:** Competencies recognition and a qualified guarantee to sell, design and install ALE solutions
- **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



Capitalise on use cases and business benefits

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



## 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



Standard or  
customised  
training



## For all metiers

- SALES
- PRESALES
- POSTSALES
- ADMINISTRATORS

TRAINING  
SERVICES

## Via a mix of blended learning methods

- EBOOKS
- I-LEARNING
- C-LEARNING
- V-LEARNING
- REMOTE LABS



At our premises  
or at your site



## On all ALE solutions

- COMMUNICATIONS
- NETWORK
- CLOUD
- INDUSTRIES

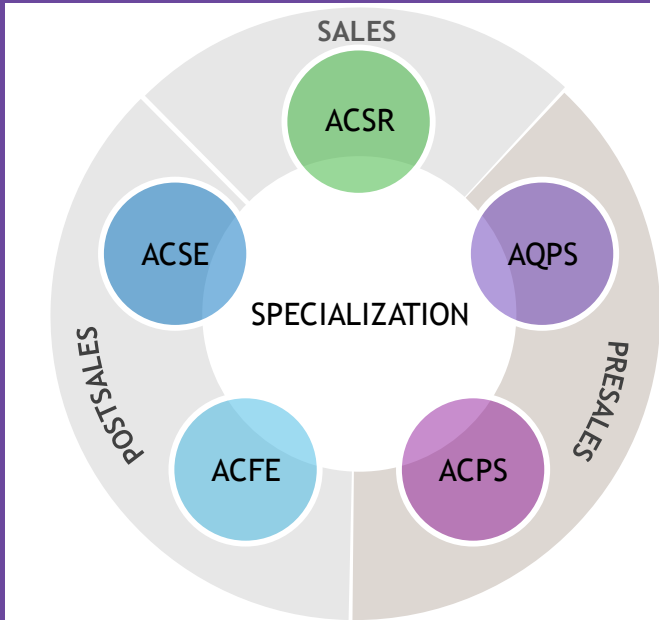
# TRAINING FOR PARTNERS

- 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 CERTIFICATION TO RECOGNIZE SKILLS



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.

# 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

A DEDICATED LEARNING PORTAL ENABLING CUSTOMERS TO DISCOVER AND REQUEST TRAINING COURSES PROFILED TO THEIR NEEDS!



[Click here](#)  
[to access](#)

- Presentation of our training portfolio
- Information about the high value training offer with full details of the courses, scheduling and prices
- Free access to a selection of training videos and eBooks
- An opportunity to create an ALE Knowledge Hub account by completing an online form and thus, the opportunity to register and attend training courses on ALE products and solutions.

# BLENDED LEARNING SOLUTIONS

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

- ▶ **ELECTRONIC TRAINING MATERIALS:** Access selected content through modular menus including video and training guides
- ▶ **INDIVIDUAL LEARNING:** Learn at your own pace with individual computer- or web-based tools
- ▶ **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.
- ▶ **CLASSROOM LEARNING:** Benefit from face-to-face interaction with one of our certified instructors in a traditional classroom environment.
- ▶ **REMOTE LABORATORIES:** Connect remotely to real high-quality equipment to practice

# 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

# HOW TO ORDER?

All training part numbers are orderable in [eBUY](#) (accessible 24/7) via the [Business Portal](#) in the eBuy Training catalog.

Training Services provide 2 alternative ordering models to limit the number of orders:

## ANNUAL LEARNING SUBSCRIPTION (ALS)

Get an annuity subscription for individuals that provides open access to the technical training content of both ACFE and ACSE levels available on the [Knowledge Hub](#) learning platform at an attractive price!

E-learnings + eBooks +  
certification tickets

2 Packs for Communications

1 Pack for SMB

3 Packs for Network

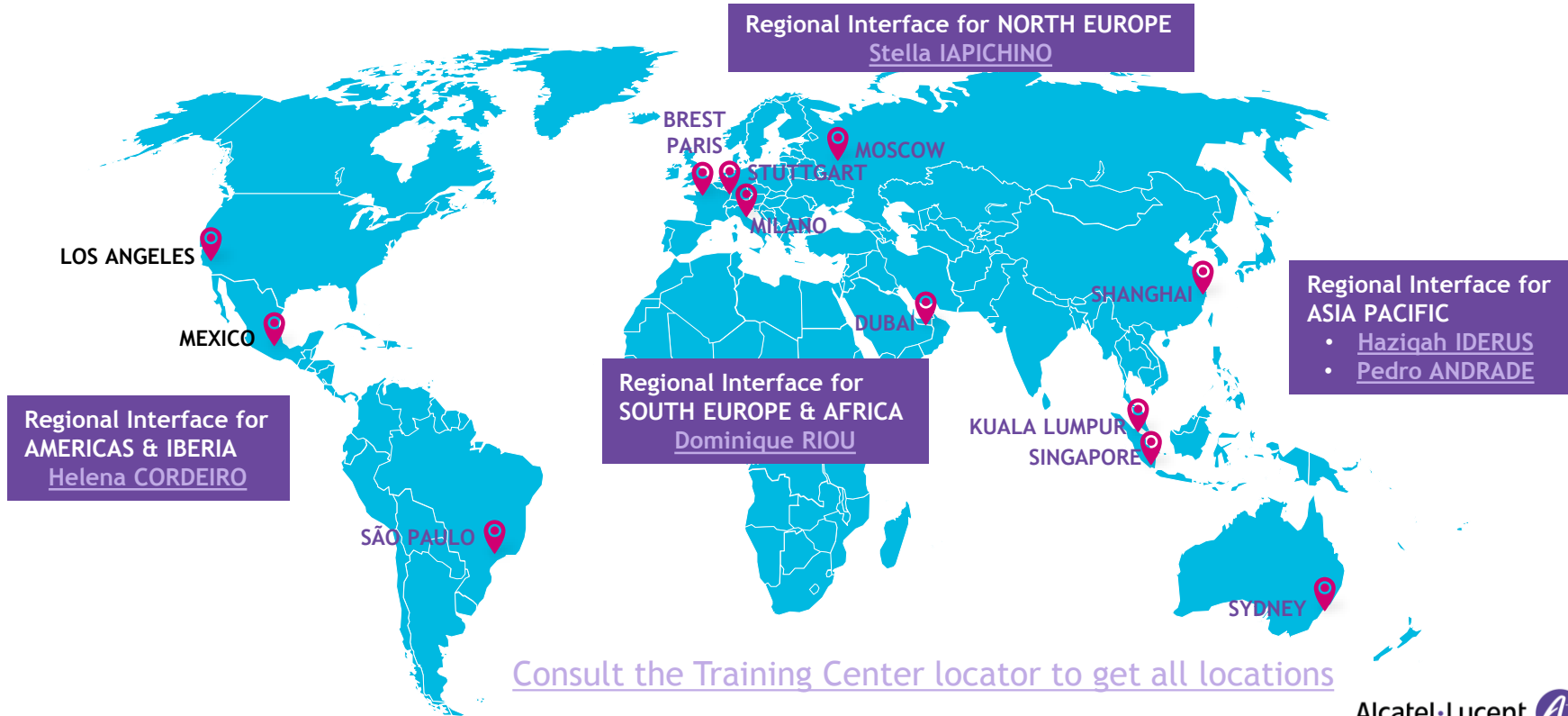
## TRAINING UNITS

Create 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

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[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](#)
- Connect to the ALE learning platform “**Knowledge HUB**” for [Customers](#) to enhance your skills and consult the document:
  - [Training offer for Customers](#)

# C O N T A C T U S



## WEBSITE

[www.al-enterprise.com](http://www.al-enterprise.com)

Follow us on:

