



Training Services

- Do you have relatively little expertise in relation to your enterprise mobility solution but would like a more detailed understanding?
- Do you want to understand how to effectively support your data capture products – such as upgrading your software or hardware?
- Would you like a more flexible approach to training that can fit around your business needs?



Training framework

Our comprehensive training framework allows rapid development of tailored material to suit your organisations specific solutions requirement.

We offer training in three main areas:

Devices: Hardware-related training, focusing on handheld devices and / or wireless infrastructure. Courses are usually two to three days long, with a maximum of 15 participants.

Software: Training on specific software solutions provided by Spirit, including SOTI's MobiControl and NetMotion's MobilityXE.

Software development: We offer three key options, available as short (half or full day), long (two or three days) or refresher courses:

- If you aren't experienced in developing mobile computer software applications, try our software development training package.
- Our software development team can provide onsite software development training for your technical or development staff.
- We also provide training in mobile computing rapid application development environments (e.g. Global Bay Mobile and MCL).

Training programmes

Our training programmes are structured to provide targeted sessions for specific groups of people. For example, a high level of training (e.g. for administrative staff); a medium level (e.g. IT and Systems Support or Operations / Management); or a low level (e.g. end users). This approach maximises the time spent by your staff in our training and reduces the impact on the business.

The following are some of our more popular training programmes:

Train the User: We train users to ensure that they have the knowledge and confidence to use mobile solutions effectively.

Train the Trainer: We provide tailored 'Train the Trainer' sessions, suitable for large-scale implementations.

Helpdesk support training: We also offer initial and periodic training for your helpdesk support staff (including troubleshooting guides).

Other popular programmes include **Administration Training** and **Developer Training**.

Attention to detail

Our high quality training programmes are conducted by Spirit personnel who are experts in a wide range of enterprise mobility and data capture solutions. They will give you the individual attention you need when learning about a new system.

A typical course will cover: an overview of the features and functionality of the solution; product family and placement; basic and advanced operations; configuration; and frequently asked questions and support issues.

For smaller installations, we offer training that is integrated with our set-up and configuration service, providing cost effective and practical hands on training. This combined service will have you up and running quickly, whilst supporting and maintaining your solution year on year.

The benefits:

Cost-effective: This is a quick and affordable way of raising the knowledge levels of your workforce – and saves you time, trouble and money.

Flexible: Our approach to training is very flexible. Training sessions are held at times to suit you, using a range of multi-media and visual aids. We can even provide remote training via webinars if required.

Scalable: Our training programmes are easily scalable, depending upon your needs.



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DATA CAPTURE LTD

To find out how our training services can help you to gain the optimum return on your investment from your mobile devices, please contact us now on 0845 337 3243.

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