



# Training Services

Learn today, lead tomorrow

Your partner, with more than  
35 years of professional experience  
in training design and delivery



## As the manufacturer, we are uniquely positioned to tailor our training to support our customers in the use of our products

### Get ready for the future

- Prepare to solve current and upcoming challenges
- Master deployment and administration of our solutions to provide a solid foundation for your business deployment
- Acquire the right skills to support your IT needs, now and into the future

### Skilled employees build your business

- Increased job satisfaction improves customer service
- Increased productivity boosts your bottom line

### Trained staff use solutions efficiently

- More autonomy decreases need for supervision
- Operational excellence attracts and retains customers

## Benefit from state-of-the-art training

### Innovation

- Our instructors use the latest technologies, including multimedia, virtualisation and remote access

### Self-paced

- Multimedia support, including videos and training guides

### Environmental

- Electronic format and virtual classes reduce carbon footprint, are secure and easy to update

### Strategic

- Ensures the durability and efficiency of your investment

### 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





## Established, innovative training resources

Alcatel-Lucent Enterprise Training Services provides an innovative portfolio of learning solutions throughout the world so our customers can confidently and efficiently use the full range of Alcatel-Lucent Enterprise solutions.

### Training in your preferred language

Professional trainers deliver training in more than 10 languages, so you can choose the language that best serves your needs.

### Expert and extensive training services – from needs analysis to post-training

Alcatel-Lucent Enterprise Training Services is responsible for all aspects of the global training process:

- Assessing customer need and designing appropriate multimedia programs
- Planning on an international scale and managing trainee enrolment
- Organising all teaching and training sessions worldwide

### Our purpose

- Deliver training solutions on the latest technologies
- Enable customers to improve their telecommunications skills
- Train customers throughout the business cycle using a wide range of course options

### Our commitment

We're committed to your satisfaction from beginning to end — from the initial training choice to your final evaluation.

### Training accomplishments

- 30 of 175 training course references are dedicated to customers

#### Every year:

- We deliver 500 training sessions
- Which totals 1,650 days of trainer delivery

#### Every month:

- 2,050 unique users access our Learning Management System (LMS)



## Training tailored to your specific requirements

No matter what your company's relationship is with Alcatel-Lucent Enterprise - customer, business partner, carrier or Industry - we provide you with customised training according to:

### Your business requirements

- Training location
- Delivery language
- Delivery method
- Training duration

### Your market segment

- Small business
- Mid-sized enterprise
- Large enterprise
- Industry

### Your solution

- Digital Age Communications
- Digital Age Networking
- Cloud Communications

### Your products

- Communications systems
- Contact centres & attendants
- Communications/network management and security
- Switches
- Wireless LAN
- Location services

### Your position

- Administrator
- End user

### Your level

- Newcomer
- Experienced with Alcatel-Lucent Enterprise solutions
- Experienced with other company solutions

### Your learning environment

- Context (personal preferences, behaviour, experience)
- Working environment
- Internet connectivity
- Device (iPad, mobile, PC)



## Flexible options let you choose the training method that suits you best

### Individual learning

Study at your convenience with computer- or Web-based training:

- Engage in high-quality learning without the cost of travel
- Train at your pace, on your schedule and from your home or office
- Complete tests to confirm your knowledge acquisition

### Virtual learning

Benefit from customised, virtual training sessions led by an Alcatel-Lucent Enterprise expert trainer through a Web-based training portal:

- Reduce training costs (no travel expenses)
- Connect remotely with high-quality equipment and access training material directly for demonstration or tutored practise
- Interact directly with the instructor and other participants

### Classroom learning

Experience the benefits of face-to-face education at a Training Centre near you:

- Raise questions directly with the expert trainer
- Practise on real equipment during tutored lab sessions

### Remote laboratories

Connect remotely to real high-quality equipment to practise

### Electronic training materials (ebook)

Easy access to your selected content through modular menus and training guides in digital format





# A global service, offering the highest quality training

## Forecast training requirements

Work with our regional training managers to forecast training needs and develop and deploy a training plan for you and your team.

Enhanced skills will help your staff meet new business challenges.

## Assess existing knowledge levels

Training sessions are most effective when they are built around the trainee's initial knowledge level. Therefore, we have devised methods to assess the best starting point for a successful training experience.

We provide a full range of training programs that let you learn through standardised or customised training sessions:

- Training objectives are geared to the specific needs of your staff
- Training can be scheduled to suit your preferred pace
- You choose the location: classroom, office or home. By selecting the training location that suits your needs, you can optimise your training costs

## Support through practical sessions

Beyond the theory, our training sessions also build your hands-on skills through our tutored practical exercises.

Live access to remote labs allows us to offer a dedicated lab environment to each participant. Trainees gain real-world experience, with access to resources and practise time on high-quality equipment and pertinent solutions-oriented topologies.

## Certification programme for partners

Customers expect their solutions providers to be highly competent. Our certification programme demonstrates to customers the level of knowledge and expertise to support ALE products.

## Quality recognised by our customers

- Trainee evaluations range from 8.7 to 10 (on a scale of 1-10)





# A global organisation dedicated to fulfilling your worldwide training needs

## Local business support

Regional training contacts are available to help you identify and assess your business needs and develop and deploy your training plan.

## Content adapted to your needs

A dedicated team of experts creates training curricula that is geared towards meeting specific needs, maximising skills acquisition and keeping content focused on your business priorities.

## Onsite training

Combine privacy, flexibility, teamwork and cost savings.

### Contact us

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