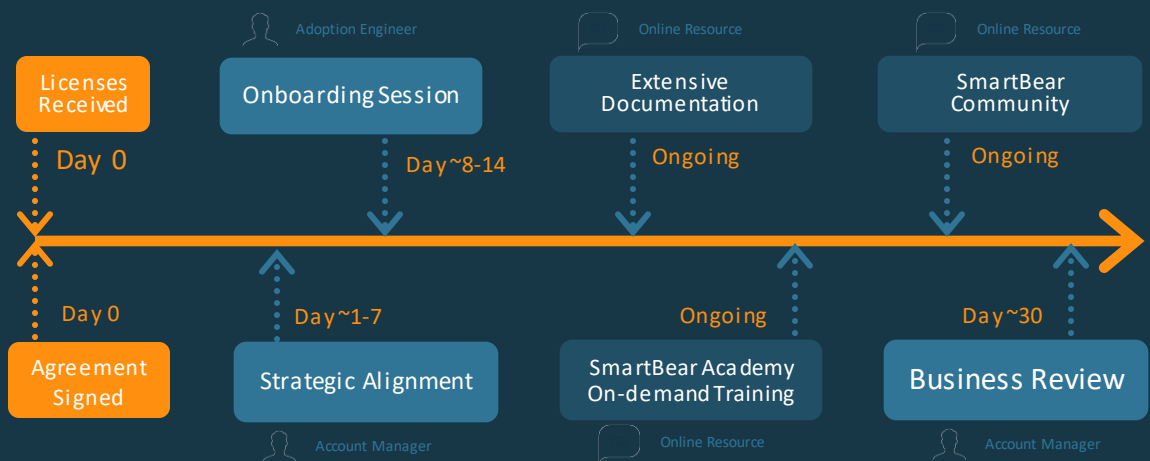# TestComplete Resources

*From our open-source tools to our fully scalable enterprise solutions, we pride ourselves on providing a completely frictionless implementation and workflow for development, testing, and maintaining of your business-critical applications. Our software is built to work out-of-the-box for technical and less technical users alike.*

| Global License and Technical Support Model

| Free On-Demand Video Training through SmartBear Academy:
  | Learn tool basics in our Introductory Training course
  | Intermediate content continues to expand on user knowledge in role-based courses:
      | Desktop Automation Engineer
      | QA Architect
      | Web Automation Engineer
  | Advanced content tackles specific topics like error handling
  | Obtain a free TestComplete 101 Level Certification to prove competency

| Vibrant 30,000+ interactive user Community

| Extensive online documentation, Getting Started pages, and thought leadership through blogs and webinars

| Customizable one-on-one Best Practice Sessions



| | Adoption Engineer | | Online Resource | | Online Resource |
|---|---|---|---|---|---|
| Licenses Received | Onboarding Session | | Extensive Documentation | | SmartBear Community |
| Day 0 | Day~8-14 | | Ongoing | | Ongoing |

| Day 0 | Day~1-7 | | Ongoing | | Day~30 |
|---|---|---|---|---|---|
| Agreement Signed | Strategic Alignment | | SmartBear Academy On-demand Training | | Business Review |
| | Account Manager | | Online Resource | | Account Manager |

*"The time it took for someone to learn how to write an automated test in TestComplete was much lower than everything else we were looking at. It wasn't just that it was good. It was that the entry-level for the technical expertise was lower as well." -Aras*

SMARTBEAR