

## Improving performance since 2001

We improve our customer's employee performance by turning their needs into high quality, consistent and flexible training solutions.

This ability has enabled us to grow a loyal customer base. 92% of our customers return to improve their teams' performance year on year.

Today, we deliver 15,000 delegate training days each year for some of the largest UK private and public sector organisations.

*"I have pleasure in confirming that London Borough of Croydon has been purchasing places on PRINCE2 and MSP courses from Datix Training for the last two years.*

*I have received positive feedback from delegates attending the training and they have recommended their colleagues to apply.*

*I have no hesitation in recommending them as a supplier"*

**CROYDON  
COUNCIL**  
[www.croydon.gov.uk](http://www.croydon.gov.uk)

# About Us

## Accreditations

Datrix Training is a Microsoft Silver Partner for Microsoft technical courses and an APMG Accredited Training Partner for AGILE, PRINCE2, ITIL & MSP courses.



Therefore, our training follows Vendor 'best practice' methods, and offers a world-wide recognised standard of quality.

## Trainers

Apart from our ability to develop education solutions that match the requirements, needs and environments of our customers, our **training consultants** are the heart of our success. Our people are:

- appropriately qualified and accredited
- experts in their field
- skilled at understanding organisations' cultures and objectives
- able to inspire, enthuse and empower participants

We only trust trainers who consistently deliver outstanding results to our customers. The training team is monitored at weekly review sessions based on continual feedback. Where courses are examined, we aim for all our trainers to be in the top 10% of exam pass statistics.

Our in-house training team is responsible for our most popular courses and each person has a specific area of expertise. To supplement their skills we also call upon a nationwide network of freelance associates. This means we can bring specialist knowledge to bear to ensure a successful training outcome.

## ISO 9001

We are confident that the documentation of our business processes, measurement of customer satisfaction and management of employee development meets or exceeds ISO9001. We will apply for certification following a planned business system upgrade in 2013.

# Customer Satisfaction

## TrustPilot

We are proud of what we deliver and are always striving to improve the quality of what we do. Also, we believe honesty is the best policy, so customers should be able to give feedback in an open forum.

Our goal is for everyone to give us 5 star write-ups, but TrustPilot does not allow us to delete or amend reviews, we can only reply to them. So if a reviewer posts a negative comment we will ensure the problem is not repeated.

Honest feedback gives us valuable insights on how we are doing, but in addition to monitoring performance, TrustPilot lets customers see exactly what people really think.

This transparency means new and existing customers can buy with confidence.

See our latest reviews at:

<http://www.trustpilot.co.uk/review/www.datrinxtraining.com>

## Guarantees

When you deliver 15,000 delegate training days per year, occasionally things can go wrong. We will always try to fix unexpected errors as soon as possible but sometimes they do impact on course effectiveness. For example, if a courier partner misroutes course materials or a power failure occurs.

## Complaints

If things do go wrong our customer service team will respond as quickly as possible and will work to provide a solution until you are satisfied, but for your peace of mind, we support our work with the following guarantees:

### Satisfaction Guarantee

If a course fails to meet the terms of delivery set by the governing body then we will re-run the course again at no extra cost.

### Re-train guarantee

If a delegate who attends a Datrinx Training course leaves your employment during the following 90 days, we will re-train their replacement for free.



**Course Offering**

# Capability

**Best Management Practice**

PRINCE2  
Managing Successful Programmes  
ITIL  
AGILE  
MOR  
MOP  
Business Analysis

**Information Technology**

A+  
Adobe  
Crystal Reports  
Cisco  
Citrix  
Linux  
Microsoft  
Oracle  
UNIX  
VMWare

**Professional Development**

Customer Service  
Leadership/Management  
Personal Productivity  
Sales

**Service Offerings**

|                         |   |
|-------------------------|---|
| Blended/e-learning      | Training Needs Analysis                     |
| Private Courses         | Course development                          |
| Public Scheduled Events | Clinics/Training Support                    |
|                         | Hire – Classroom/IT training infrastructure |

**Venues**

50% of our delivery takes place on customer sites or in locations sourced solely support a private course. We can host a course almost anywhere. In addition, we have purpose designed, conveniently located, city centre facilities in:

|            |           |            |            |            |
|------------|-----------|------------|------------|------------|
| Birmingham | Bristol   | Chester    | Edinburgh  | Glasgow    |
| Leeds      | Liverpool | London     | Manchester | Nottingham |
| Preston    | Sheffield | Sunderland |            |            |

**Partners**

We have developed relationships with training providers whose skillset or geographic coverage complement ours in order to satisfy needs where we have no direct expertise. This means we can offer customers a 'one-stop-shop'.

## How We Work

**Account Management**

Each customer is assigned a dedicated Account Manager, who has overall responsibility for managing our relationship. After gaining an understanding of the nature, scope and timing of your requirements, and with the help of our Resources & Training teams, they will present a training solution for your approval.

**Customer Service**

Once your order is placed, our Customer Service team reserve the necessary trainers and resources then issue pre-course documentation and joining instructions.

During the implementation and delivery phases, they will provide attendance & expenditure reports and once training has been delivered, submit trainer and delegate feedback.



# Who We Work With

## Government

East Sussex County Council  
Bolton Metropolitan Borough Council  
Environment Agency  
Health Protection Agency  
HM Customs  
Houses of Parliament  
Cardiff County Council  
Carmarthenshire County Council  
Lancashire County Council  
Leeds City Council  
Liverpool City Council  
London Borough of Barking & Dagenham  
London Metropolitan Police  
Manchester City Council  
Cumbria County Council  
Ministry of Defence  
Ministry of Justice  
Nottinghamshire County Council  
Sandwell Metropolitan Borough Council  
The Home Office  
DEFRA  
Department for Work and Pensions  
Devon County Council

## Financial Services

AIG (UK) Ltd  
Bank of Scotland  
Barclays Bank  
CITIGROUP  
Deutsche Bank  
HBSC  
Lloyds TSB

## Health

Barts and London NHS Trust  
Blackburn with Darwen PCT  
Central Manchester University Hospitals NHS Foundation Trust  
Chesterfield Royal Hospital NHS Foundation Trust  
Croydon PCT  
Doncaster & Bassetlaw NHS Trust  
East of England SHA  
Eastern & Coastal Kent PCT  
Kent & Medway Strategic Health Authority  
Kingston Primary Care Trust  
Lambeth Primary Care Trust  
Lancashire Care NHS Foundation Trust  
Leeds Teaching Hospitals NHS Trust  
Leicestershire Partnership NHS Trust  
Lewisham Healthcare NHS Trust  
North West Regional Ambulance Services NHS  
Moorfields Eye Hospital NHS Foundation Trust  
National Patient Safety Agency  
NHS Barnsley  
NHS Direct Hampshire & Isle of Wight  
NHS Institute of Innovation & Improvements  
NHS North East Essex  
NHS Sheffield  
North East Wales NHS Trust  
North West London Hospital NHS Trust  
Northern Lincolnshire and Goole Hospitals NHS Foundation Trust  
Nottinghamshire Healthcare NHS Trust  
Pennine Acute Hospitals NHS Trust  
Richmond & Twickenham PCT  
Royal London Hospital  
Royal National Orthopedic Hospital NHS Trust

## Education

Nottingham University  
Oxford University  
Imperial College London  
Queen Mary University of London  
Sheffield Hallam University  
Staffordshire University  
University of Birmingham  
Kings College  
Lancaster University  
University of Central Lancashire  
University of Leeds  
University of Lincoln  
University of Salford  
University of Sheffield  
University of the West of England  
Leeds Metropolitan University

## Media & Entertainment

BBC  
Channel 4  
MTV  
Trinity Mirror PLC

## Business Services

A4E  
Ernst & Young  
Capita PLC  
Mouchel Limited  
Royal Mail Group Plc

## Retail

Co-operative Group Limited  
Greggs Plc  
JJB Sports

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