

Apptricity® university

OVERVIEW

PROFESSIONAL TRAINING

Apptricity University provides professional, instructor-led certification training with hands-on activities and real-world scenarios.

To successfully add or change corporate software, a company needs to utilize a professional educational process. This process needs to address all aspects of the change to leverage the application's functionality and encourage greater utilization by the user community.

Change management is a pivotal component in implementation. From setting proper expectations at the beginning of the project, to understanding the differences in current and future processes, through acceptance testing and roll-out, training is a key element of success.

Professional education involves much more than simply teaching initial end users how to use the screens at go-live. While user training is certainly important and part of the process, Apptricity provides classes and tools throughout implementation to increase understanding and reduce integration fatigue.

Although our application provides instant benefit out-of-the-box, each company and project is unique. Apptricity will work with your company to create a complete training plan that properly serves your unique employees, experiences and goals. The training plan identifies the overall training goals and objectives, and establishes the most efficient means of reaching them, throughout the implementation process and beyond go-live.

WHO SHOULD ATTEND

Administrative classes are geared toward power users, key project/business decision makers, IT personnel and application administrators, focusing on the functional areas of the application from a support perspective and also how to customize the application to be flexible as the business changes.

End user classes are geared toward general business leaders, trainers and end users, focusing on integrating the functionality into the user's daily lives. Functional classes can be used for train-the-trainer or for rolling out the application to end users company-wide.

Administrative classes focus on the functional areas of the application from a support perspective, as well as how to customize the application to be flexible as the business changes.

WHEN AND WHERE SHOULD THEY ATTEND

Classes are held at our Apptricity headquarters or can be provided on-site at the customer location. Although a unique training plan will be generated, in general we recommend:

- **Functional and Administrative Training Class:** Students should attend at the beginning of implementation to help them understand the application's capabilities and provide a foundation of knowledge to make appropriate business decisions throughout implementation. Students should attend a second time prior to go-live to help them make final modifications and establish the final business rules needed before going to production. Students should attend as needed after go-live, when new administrators come on-board or as the business changes.
- **Train-the-Trainer End User Functional Classes:** Trainers should attend in the middle of implementation to help them understand the functionality and flow of the application, and give them time to customize the training and create a plan for go-live rollout. End user training should be done just prior to go-live, with subsequent classes available as rollout continues. Students should attend as needed after go-live, when new power users come on-board or as periodic users need a refresher.
- **Apptricity Professional Reporting Training Class:** Students should attend right before or right after go-live, so they have a good understanding of data that will be available. This class teaches them how to create reports, dashboards and provide critical ad hoc reports used by others throughout your organization. Students should attend as needed after go-live, when new administrators come on-board or as the business changes.

End user classes focus on the functionality and how to integrate it into their daily lives. Each of these functional classes can be used for train-the-trainer or for rolling out the application company-wide.



ABOUT APPTRICITY

Apptricity Corporation provides mission-critical supply chain management and spend management solutions to small, mid-size and global enterprises and government organizations worldwide. Apptricity software and solutions mobilize any enterprise with unprecedented levels of real-time information and business intelligence so management has visibility into every action and transaction within the enterprise and among its partners, customers and suppliers. Powered by Apptricity JetStream platform, our solutions enhance legacy enterprise applications and extend the value of information technology investments. Our platform enables us to address the universal objectives of business, government and the military with accelerated business processes and command visibility.