

# BUSINESS OBJECTS EDUCATION SERVICES

Educating. Engaging. Empowering.

## Experienced Experts

Last year our clients spent over 1 million hours learning from us how to add more value to their BI investments.

## Robust Curriculum

Each year, we spend over 55,000 person-hours developing Business Objects education materials.

## SPARK YOUR KNOWLEDGE

Global Education Services from Business Objects, an SAP company, helps you achieve implementation success, faster user adoption, self-reliance, empowered decision-making, and enterprisewide use of our products.

Our unmatched certified instructors, authorized curriculum, and flexible delivery options help you accelerate the return on your business intelligence (BI) investment.

- Trained customers are 60% more successful with our software, and use 20% more product features
- Trained customers roll out deployments quicker and with fewer problems
- Trained customers indicate higher levels of confidence and success with our software and score higher on the customer loyalty index

## TRAINING DESIGNED FOR YOUR ROLE

Role-based training is available for any type of user – including report designers, system administrators, end users, developers, and data managers. Get up to speed quickly by learning the skills specific to your job.

## CHOOSE FROM FLEXIBLE OPTIONS

Business Objects Education Services offers training in a wide range of delivery methods:

- **Classroom Training** – Offered at our Authorized Centers worldwide, this option provides an interactive environment where you can share your experience with others.
- **Onsite or Private Training** – Taught at the convenience of your facility, this is a cost-effective solution for groups of five or more students.
- **Online Training** – Flexible, computer-based training provides the most cost-effective way to train large groups of users, including dispersed employees. This option includes eLearning and recorded webinars.
- **Knowledge Accelerator** – A customizable, Web-based learning and performance support solution, delivered directly to user desktops.
- **User Adoption Training** – We assess your deployment through user, needs, and skill analysis, identify their particular needs, and create a uniquely designed Learning Solution – ensuring your users' needs are met.
- **Virtual Classroom Training** – This interactive, hands-on, real-time environment lets you learn from the comfort of your desk.
- **Custom Training Solutions** – This option focuses on driving user adoption by giving users unique data and business scenarios or alternative learning mediums.

## LEARN FROM THE EXPERTS

Business Objects Education Services instructors are an experienced team of knowledgeable and skilled veterans with more than 120,000 teaching hours collectively. Their superior

teaching skills, combined with their technical certifications, guarantee you gain the knowledge and skills you need to be productive and self-reliant.

## EASY SAVINGS WITH EDUCATION CREDITS

Throughout the product lifecycle, your users will need various types of training to get up to speed on new and upgraded products. Avoid the hassle of budgeting and planning for each training session – use our education credits program. Prepurchase training at a discount and spread the credits out over a year to meet your training needs.

With Business Objects education credits, you are guaranteed:

- **Flexibility** – Education credits can be redeemed for any of our education services so you can decide what you need, when you need it.
- **Discounts** – You receive volume discounts – the more you prepurchase, the greater the discount. This eliminates the need to purchase training on an ongoing basis and may reduce the costs of administering separate budgets, purchase orders, and expense reimbursements.
- **Easy Redemption** – Education credits are available as soon as you book your order. You can redeem them for any education service over the course of the year on an as-needed basis.

## ENABLE SUCCESS WITH USER ADOPTION PLAN

Increase your ROI and deployment success with a comprehensive and flexible learning strategy customized for your unique user groups. We will:

- Assess critical areas that influence user adoption and assess your current deployment
- Identify user segments and their unique needs
- Define a learning solution tailored to your unique situation and users, and ensure it facilitates learning at all phases of deployment
- Incorporate ongoing learning and solutions to drive user independence

## BUSINESS OBJECTS CERTIFIED PROFESSIONAL PROGRAMS

Stay on top of your skills by becoming a **Business Objects Certified Professional**. Our certifications are valuable, industry-recognized credentials that signify a proven level of knowledge and skill on specific Business Objects technologies.

Open to any end-user, Business Objects offers certification on both BusinessObjects™ Enterprise XI and Crystal Reports® XI technologies.

## CONTACT A BUSINESS OBJECTS EDUCATION MANAGER NOW

Improve employee performance and satisfaction, save time, lower dependence on IT resources, and increase productivity – get training from Business Objects!

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