

Optimization of Technology with User Training



User training helps your team use technology to its maximum potential. This ensures that you gain more value and benefits from your technology investment. Training can be in person or virtual, it is tailored to each company's needs and helps the company reach their growth goals.

Reasons for User Training:

- Poor user experience, holes in technical skill sets, wasted time on data entry or missing data or extra manual work.
- Uncomfortable with the technology or an increase in employee frustration.
- Increased support costs or increase in the number of support tickets.

What we will provide in user training:

- An assessment of the current processes in the areas where you feel you need training.
- Customized either on-site, virtual or pre-recorded training based upon the gaps in the current processes.
- Training topics may include navigation, organization, configuration, customization, reports, data management, tips and tricks, best practices or management of time.
- Access to knowledge bases, guides, playbooks and more self-help resources.
- Post-training recommendations for future and continued education.