



Surebridge University



Surebridge™
Always There.

Solutions | **Services** | Partners | Industries | Customers

Strategy. Implementation. Outsourcing. Optimization.

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A Comprehensive Approach to Training

According to Gartner, 75% of enterprises recognized as leaders in IT or business will explicitly denote workforce development and innovation as strategic directives. A lack of training is one of the top reasons for low employee morale, increased support costs, system downtime and project delays. With Surebridge University's comprehensive training services, you can ensure that your workforce is empowered to turn software solutions like PeopleSoft, Microsoft Business Solutions, Siebel or Vignette into a true competitive advantage. With our training offering ranging from instructor-led training for end users, technical staff to train-the-trainer programs, Surebridge University provides a comprehensive training approach tailored to meet the unique needs of your organization. Surebridge has supported hundreds of clients with training programs for public and private training courses, at their own facilities and at our state-of-the art training centers. Our professional training consultants – many of them certified have years of industry expertise in the same applications your employees are using and are familiar with the challenges that your employees are faced with on a daily basis. Our private classes at your site train your employees on the actual system that they will be working with, thereby guiding knowledge transfer directly into your organization. We customize training content and material for each organization's unique needs.

Surebridge University delivers a unique training experience based on your solutions, your schedule and at a cost that you can afford.

Surebridge University's broad range of training services includes:

- Direct end user and technical training by Surebridge training consultants
- Train-the-trainer programs
- Project team training for new implementations (go-live coaching), new functionality or upgrades
- Private and public courses
- Onsite and centralized locations
- Evaluations and testing
- Customized curriculum development
- Customer training manual development

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Benefits

- Reduces the total cost of ownership of your applications through cost-effective training solutions
- Offers flexible delivery options from onsite to centralized training
- Increases employee productivity and reduced application support costs
- Provides flexible training offering to meet the unique needs of your workforce
- Decreases user errors, significantly reducing system downtime
- Achieves instant knowledge transfer by training in your own environment and on your own customized applications
- Delivers application expertise – we train on solutions we use ourselves

About Surebridge

Surebridge, the leading provider of outsourced enterprise application solutions for middle market companies, delivers brand name application choice and affordable strategy, implementation and outsourcing services. Surebridge's complete portfolio comprises ERP, CRM, eBusiness integration and productivity applications, driving efficiencies into business processes and adding value to customers, partners, shareholders and employees alike. Its full-service offerings include software selection based on business need, rapid and precise application deployment, upgrade services, secure hosting, application management and continuous business improvement solutions. By providing outsourced business-critical enterprise-level applications, Surebridge provides tremendous cost savings to its customers. In addition, Surebridge's offerings are enhanced with a constant eye toward value through high-touch customer service. Surebridge offers vertical expertise in the manufacturing/distribution, financial services, healthcare/pharmaceutical, services, publishing/media & communications, and public sector industries. The company was founded in 1997 and is headquartered in Lexington, Mass. For more information, please visit www.surebridge.com or call **781-372-3222**.

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