



Surebridge University

Frequently Asked Questions



Surebridge™
Always There.

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Q Why should I train my employees?

A: Research has shown that a lack of training is one of the top reasons for project failure. Downtime and support costs can be significantly reduced through proper training. Training can effectively improve employee productivity leading to a lower cost of ownership and a higher project success rate.

Q: For which applications does Surebridge provide training services?

A: Surebridge provides tailored training courses for all of the application it offers, including PeopleSoft, Microsoft Business Solutions, Siebel Systems and Vignette.

Q: What kind of training courses does Surebridge offer?

A: Surebridge offers a wide range of tailored courses to meet the unique needs of your organization. These courses include end-user and technical training as well as train-the-trainer programs.

Q: Where does Surebridge conduct training?

A: Surebridge provides training in the most ideal location for the customer. Typically this will be either at Surebridge's state-of-the art training facilities or at the customer's own facility. Our premier training facility is located in Bedford, NH, located only minutes from Manchester airport and Route 3.

Q: How are Surebridge University classes conducted?

A: There are several different ways classes at Surebridge University are conducted. The most popular and most-constructive way is Instructor-Led. The trainer with the specific expertise will conduct a small, classroom environment course with hands on training and personal attention.

Q: Does Surebridge offer training on our own system, or just general training?

A: To the customers benefit, we offer both! We will send our trainers to you to conduct the training right on your own database, so that you can receive the most in customized learning. We will also offer general education at our inhouse training facility in Bedford, NH or at other Surebridge locations.

Q: How often does Surebridge provide training?

A: Surebridge provides training when and where the customer needs it. We offer general training classes quarterly, and training is provided during the course of a new implementation.

Q What kind of training expertise does Surebridge have as a company?

A: Surebridge has supported hundreds of clients with training programs for public and private training courses, at client facilities and at our state-of-the art training centers.

Q: What kind of training qualifications do Surebridge's trainers have?

A: 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. As part of Surebridge's commitment to excellence in service delivery, each training consultant is required to participate in application training him or herself. This helps us ensure that our trainers are up-to-date in the latest application developments.

Q Does Surebridge University offer public classes?

A: Yes, Surebridge University offers public classes monthly at our training facility in Bedford, NH. These classes are open to the public, and its curriculum includes advanced features and functionality. The classes are designed to accommodate those clients who are in the "post-implementation" status. These classes are geared towards new employees of your company who need to learn the applications, existing employees who need supplemental training to implement new features or functionality not previously implemented into their existing system, and for existing employees that need training on advanced features and functionality.

Q What kinds of resources does the Surebridge facility provide?

A: The Surebridge University training facility is equipped with state of the art computers, A/V equipment and optimal room setup. Our goal is to create and maintain a consistent training experience for our clients, so that they feel comfortable coming to our classrooms.

Q Does Surebridge University provide training manuals?

A: Both general product-centric training material and custom training guides are available from Surebridge.

Q What are the benefits of using Surebridge University versus utilizing the vendor directly?

A: There are several benefits to utilizing Surebridge University training versus training from the vendor. Surebridge University provides a cost-effective way of getting your employees trained effectively. Our flexible delivery options ensure that your organization can benefit from our offering at your pace and at a cost you can afford. Our private courses focus on training your staff on your own customized system with your own data and your own processes. This ensures an immediate knowledge transfer and increases employee productivity from day 1 after training. Finally our train-the-trainer program allows your organization to minimize expenditure while ensuring that your training requirements are met.

Q Does Surebridge facilitate training during the implementation, the go-live period as well as later in the production cycle?

A: Of course we do! Surebridge is “Always There”! During the Implementation Training Phase we will be with you to customize your own system and prepare your organization to leverage the customized functionality. Once your system is ready for production, we provide Go-Live Coaching. During the Go-Live Phase, your employees may need assistance with daily processes on the new system, or perhaps you forgot some of the aspects you learned during implementation. This is where our trainers step in. They will be there to walk you through the initial launch, and will assist in anything that is needed. Our training programs also include courses for companies deploying additional functions or are in the process of upgrading their application.

Q How does Surebridge help organizations train its own employees?

A: Surebridge offers Train-the-Trainer program. Our professional training consultants will typically come to your facility to train a certain number of employees who will then function as the trainers at your site to facilitate instruction to the rest of the team. This method has proved effective for many reasons. If you or your company do not possess the resources to send everyone away for training, or if you want to minimize your time by choosing a select individual or a select group of individuals to receive the initial training that will then be passed on to your team, then this is the solution for you!

Q How long do the classes last?

A: The length of training is dependent upon a number of circumstances: How many employees are being trained, how many modules are being taught, the amount of functionality per module, and/or the experience that the employee has on the product or subject at hand. For specific courses and class availability, please contact us at 1-877-SURE.ASP or at training@surebridge.com

Q Does Surebridge conduct tests for the class participants?

A: Surebridge will work jointly with the customer to determine formal skill assessments based on the customer's unique needs. These training checks will provide the organization and each individual participant direct feedback on material covered as well as identify areas that require additional focus.

Q How does Surebridge use feedback provided by class participants?

A: After each class, Surebridge asks each class participant to fill out a detailed training evaluation form. As Surebridge continues to strive to extend its excellence in service delivery, the evaluation form provides us with feedback both on the content and on the delivery during the class. This enables us to continually improve and fine-tune our training offering, resulting in direct benefits for our clients.

Q How much do the training courses cost?

A: Surebridge's training class are the most cost-efficient way of ensuring your employees are properly trained on your business applications. Our flexible training programs -- ranging from onsite end-user training to public train-the-trainer programs -- ensures that your organization will fulfill its training requirements based on your schedule and your budget. For specific pricing and class availability please contact us at 1-877-SURE.ASP or at training@surebridge.com

Q Where can I get additional information on Surebridge University?

A: For more information on Surebridge University please visit our web site at www.surebridge.com, or contact us via phone at 1-877-SURE.ASP or e-mail at training@surebridge.com