



## Computer Based Training Quick Reference

### The Customer's Challenge

CAD Managers, IS/IT Managers, Engineering Managers and CAD users are all coping with trying to get the most out of their software. Today's CAD software is complex and loaded with hundreds of tools that perform all manner of complex design functions. Comprehensive training is the key to getting the most out of your software, but most firms have limits on the amount of time and money they can commit to staff training. Also, the skills gained from training can be quickly lost if not used right away. One way to better leverage your training investment would be to be able to review or even repeat parts of that training as many times as necessary to reinforce the skills needed to use the tools effectively. Experienced users can use Computer Based Training in combination with focused custom or classroom training to gain the skills they need for maximum design productivity.

### Hagerman & Company, Inc.'s CBTs Track Tightly to our Classroom Training

We've made special efforts to have our computer based training cover the same topics as our classroom offerings. This way it can be used for reinforcement of the topics covered in the classroom.

While classroom training will continue to be the most effective way to learn complex technical software, CBTs are an excellent substitute when classroom training is either unavailable or not in the budget.

### Key Industry Segments

This offering fits virtually all client profiles. Being able to access quality training tools when they are needed allows CAD software users to constantly improve their skills and thus their productivity.

### Business Drivers

- Design/CAD departments are in the business of producing revenue-generating projects for the firm's clients.
- Sending staff away from the office for training is expensive; not only is the firm paying for the training; they are also losing billable revenue for the duration of the class.
- CBTs can be run right at the user's desktop anytime they are needed or, as time is available. This allows for much more effective use of unassigned time on an ad hoc basis.
- CBTs can be repeated as many times as necessary to work through learning difficult concepts and complex processes.
- Sometimes tasks are done infrequently and the steps forgotten. A quick review of a CBT can provide the knowledge to complete the task quickly and easily.
- CBTs can be loaded on the firm's servers and made available to all who may need to use them across the company intranet.
- CBTs can be used for preparatory training, so that when staff is sent to classroom training, they've already had exposure to the fundamentals

### Customer Hot Buttons

- Not schedule dependant -- CBTs are available whenever the user has the time.
- Repeatability -- training can be reviewed as often as needed.
- Can be made available across the network.
- User can review the AVI and run the software at the same time to grasp the steps it takes to accomplish a process.
- Privacy of using one's own computer to learn eliminates personal learning speed issues -- no competition.
- Great way to introduce software to new employees.
- Extremely high value/cost ratio for training received.