Service Business Delivery

Technology is constantly evolving and changing, and it can be incredibly difficult to stay up to date on all the latest news, programs, features and the like. Internal and external customers look to you for sales training, technical advice on the use of your solution and insight on servicing their equipment. But how can you be sure your employees and your customers have the latest information unless you dedicate resources to provide training on new technologies and solutions? Building a useful documentation and training program can be costly and inefficient, and it's already hard enough to deliver high-quality service with the resources you do have. In addition, if the people you need to educate are scattered across a wide geography, how can you be sure that everyone receives identical training?

At Source Support Services, our aim is to provide you with documentation and training services you can rely on when you need additional skilled technical resources. Our Services Business Delivery offerings allow us to partner alongside your business, learn what is most important for your employees, your customers or anyone who services your equipment to know and then present training materials that will enable consistent, repeatable services delivery across your customer base.

Our Business Delivery services are:

Training-as-a-Service

Documentation-as-a-Service

Your employees or clients may benefit from a session highlighting the latest technology in the industry. Or your documentation may benefit from a fresh analysis to ensure that it is the most effective for you. No matter your business needs, Source is here to help your business run as smoothly as possible.
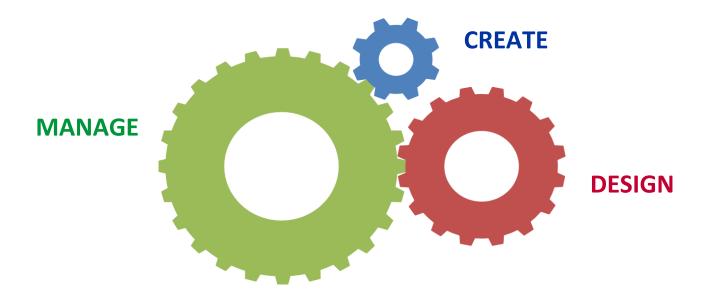
Training-as-a-Service

Source offers a flexible training solution designed to scale and grow your business. Our Training-as-a-Service program through Source Academy is designed to educate, certify and refresh everyone from our field and professional service engineers to your customers and your employees. Most of our training is conducted through eLearning, so it can be accessed by anyone, anytime, anywhere in the world. You can integrate Source Academy with your services management system to track certifications gained through Source Academy. We are able to host eLearning capabilities from our system or provide you with your own branded platform. From either platform, your employees and customers will also have access to the training documentation we provide as a quick reference to the materials covered in each session.

EDUCATE

CERTIFY

REFRESH

Training Development and Hosting

As part of our Global Field Services and Data Center Services offerings, we provide training development and hosting through Source Academy eLearning platforms. We can also provide user training, sales training modules and documentation for technical manuals, user guides, best practices and presentations. Each piece of educational content is followed by related assessments. You can also customize these certification courses to further prepare your customers and our professional services engineers to be fully prepared for future assignments.

Documentation-as-a-Service

CREATE

MANAGE

DESIGN

Training Documentation

If you're looking to build your training program from the ground up, Source can partner with you to create training capabilities that range from standard training presentations to immersive experiential training. We'll examine your product, processes and documentation to determine the most relevant information to share in each training session. We'll then combine it all into one unified document so your training can be repeatable and you can ensure that all the most important information that you want to share is available.

SOURCE SUPPORT

Product Documentation

It's a huge asset when your documentation contains all the latest, most relevant information for your equipment. In that scenario, if your customer encountered a challenge with a product, this documentation would most likely provide the training and information they would need to discover and enact their own solution. By performing their own diagnostics and implementing their own solution, they would in turn reduce your costs for service. It's a fantastic, efficient way to work because there is no need to spend time and resources calling in support to deliver a solution that they could build and deploy themselves in a much shorter timeframe.

Unfortunately, creating and maintaining accurate documentation is incredibly time-consuming and difficult to manage in the ever-changing world of technology. The pace of advancement is faster now than it was even 10 years ago, and companies who introduce new technologies and improve upon them event find it difficult to keep up. How can you be sure all your latest product updates are accounted for and that all the information is correct and easy to access? Source can work with you to manage your product documentation in whatever way is easiest for you. We can design and create technical documentation on your product or modify and maintain existing templates. To do this we gather product knowledge from any relevant source such as documents, videos and presentations and ascertain the most relevant information you need.

To ensure that your documents are maintained properly, Source can also perform in-depth training to ensure consistent and continuous communication of the latest information.

Source Academy Capabilities

Source Academy training modules also educate and certify Source's teams so we can improve the quality and efficiency of our service events and provide a consistent experience to your customers all across the globe.

Our eLearning modules created through Source Academy ensure in-depth knowledge of each solution required, so all our technicians arrive on-site prepared. Source Academy's eLearning modules ensure every technician from Atlanta to Tokyo is certified to perform your service in exactly the way you prefer. Source Academy also serves to train our Support Specialists in our Support Operations Center to be sure we consistently represent your business in the way you prefer and with the quality you and your customers deserve.

We understand the value that up-to-date training and documentation provides to keep everything running smoothly. Accordingly, we have established ourselves as a valued partner to your sales teams, service teams and customers as the resource they turn to when a question arises. If you would like to learn more about our Business Delivery services and Source Academy, please contact one of our representatives.