

DATA SHEET

# Source Academy for Global Field Services

One of the most challenging hurdles in scaling your services business to a global market is establishing a training program that will enable consistent, repeatable service engagement anywhere around the world. It doesn't count for much if you promise break/fix services delivery to your customer, but your technician arrives on-site unprepared because they didn't have access to sufficient training. It can also be incredibly costly in time and resources to fly your staff all over the globe to lead or attend training sessions.

We have the solution: Source Academy. We create eLearning training modules that are available anytime, anywhere in the world. As a result, the training experience is identical for each of our service professionals, and they can access and engage with each training session as their schedule allows. We work with you to design each training module, as well as certification assessments on each that enable you to be sure our professionals know what they need to do the job to the level you desire. In addition, we monitor our service professionals' progress through your training programs, and the certifications they have earned. This means that only the right, highly knowledgeable technicians will arrive on-site to perform each service engagement.



## Training & Certifying Our Global Services Team

Source is dedicated to delivering high-quality engagements and a consistent service experience across your customer base. Creating this experience starts before the service engagements begin by developing customized training and certification programs. We learn your products and procedures, and then design and develop eLearning modules to educate and assess our professional service network in a standardized and scalable way. This training certifies both our employees and our Source Techworks community around the globe, so that every interaction you or your customers have with Source is consistent and meets your expectations for both quality and customer service.



Customized training & certification programs designed around your product & procedures



Standardized & scalable training and assessment

Because we utilize eLearning modules, each piece of in-depth training content is available continuously. This means that a professional service engineer in Boston receives the exact same training experience and certification assessment as a professional service engineer in Dubai or São Paulo.

Our Source Academy eLearning module development can be delivered at three different levels:

## Source Academy Standard



Source Academy Standard is the minimum required eLearning program to implement on-site field services with Source. Source Academy Standard provides a base level of awareness, information and documentation for our professional service engineers to become familiar with your product and to complete service tasks around the world. Modules created at this level incorporate audio and presentation materials that will provide basic information on how to identify your solution and its components. This material is followed by a course assessment to ensure complete comprehension and enable repeatable services delivery across your customer base.

## Source Academy Premium



Source Academy Premium provides a robust eLearning experience to increase the knowledge and efficiency of our network of professional service engineers throughout the world. Source Academy Premium offers more visualizations and screen captures that provide our learners with more true-to life experience. Modules created at this level include audio, video and presentation materials to orient the learner on the best way to identify your solution within a customer's environment, provides a tour of the system and how to identify components that are applicable to the course and services processes required to repair solution components. This material is followed by a course assessment to ensure complete comprehension and enable repeatable services delivery across your customer base.

## Source Academy Premium+



Source Academy Premium+, as its name implies, adds to Source Academy Premium with customized learning packages that deliver active, immersive experiential learning capabilities in which the learner must complete process steps with simulations and interactive visuals to demonstrate competence to work with partner solutions. It provides an immersive eLearning experience to increase the knowledge and efficiency of our professional service engineers throughout the world. Experiential and visual learning to this degree provides individuals with more confidence and the opportunity to complete services and resolve issues in less time.

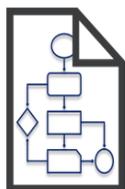
## Enabling Top-Quality Support

Also as part of Source Academy, we design and present technical training for our own Support Engineers in our Support Operations Center (SOC), located in our global headquarters near Atlanta, Georgia. This program comprises both eLearning and instructor-led training.

Training our Support Engineers involves both eLearning & instructor-led training



eLearning module of a service engagement followed by skillset assessment



Process & procedure documentation



Regular team meetings to brief on any product or procedure updates

To maintain consistent quality services and ensure proficiency with your product, our Support Engineers are presented with the same Source Academy eLearning modules as our Source Techworks professionals. This enables them to first become familiar with your system so that they can provide expert-level engagement for your customers. Each eLearning module is built around audio and presentation materials that walk through a service engagement. This is followed by an assessment on the skillsets covered. We also provide documentation with each training module to highlight the information covered, so every team member has a physical copy available for reference as part of their learning.

Source Academy also constructs training and documentation to help our Support Engineers understand your processes and procedures so that we meet your expectations every time. If you prefer that we present ourselves a certain way when we arrive on your customer's site, or if you request that we follow a specific communication process during each service engagement, Source Academy helps us educate our teams on how we can best represent you. As with the technical training, these modules are followed by an assessment so we can ensure that every point of contact you or your customers have with Source meets your expectations.

Finally, our Support Engineers attend regular team meetings to brief them on any product or procedure updates. These instructor lead training sessions provide an extra opportunity to ask questions and receive clarification to ensure that they understand how best to support your customers as we represent you.

Source Academy educates and certifies Source's teams so we can improve the quality and efficiency of our service events and provide a consistent experience to your customers across the globe. Our program ensures thorough, detailed training experiences for every one of our professional service engineers, so you can be sure that they will perform at an expert level for you every time.

If you would like to learn more about Source Academy or our services, please contact one of our representatives.

