

## Training Services

### See the highest return on investment by empowering employees to take full advantage of Concur's solutions

In many cases, thoroughly learning how best to leverage a new business solution can be difficult for busy employees – particularly when the solution offers a great deal of functionality. While Concur provides educational materials and training as part of the core Concur solution, Training Services offers clients access to customized training tailored to your specific business needs.

#### What are Training Services?

Concur offers organizations live training in a venue and time that is most convenient for their employees. Highlights of Training Services include:

- Instructor led training tailored to each organization
- Customized training provides the maximum learning impact for the organization
- A significant reduction in escalation, which frees up administrative resources
- Ability to create customized training simulations based on client configuration
- Course materials created specifically for the client, incorporating company-specific business scenarios
- Ability to localize training materials in languages supported by Concur's solutions

#### How do Training Services Work?

Concur's Training Services provide organizations the flexibility they need to gain the most from their investment. Organizations can choose the format and topics of their training. Training Services can customize the following training formats for clients:

- Custom Interactive Simulations – allow employees to practice the critical tasks in a safe environment matching the client's configuration
- Custom QuickStart Guide – QuickStart Guide developed based on client's specific configuration
- Other Custom Materials – development of any other custom training materials as defined and required by the client
- Localized Training Material – provides localized training material aligned with the supported languages of the client's solution
- Custom Training Services
  - Virtual Instructor Led Training – remote training to end users in any location
  - Onsite Instructor Led Training – provides face-to-face interaction

Structured Course Offerings:

- Project Team Jump Start\* – accelerated course for rapid system implementation
- Boot Camp\* – best-practice administration training for clients already in production
- Advanced Configuration\* – advanced training for full system configuration access
- Introduction to Business Intelligence\*\* – hands-on training for clients interested in analytics and reporting
- Hands-on Report Authoring – course focused on report development techniques for Business Intelligence

In addition, we can create customized training for various one-time or extended services, such as the Invoice Processing and Advanced Travel Booking Services.

#### The Benefits

With Training Services, organizations can:

- Reduce dependence on administrators to provide training and ongoing support
- Meet the unique training needs of a distributed workforce
- Increase adoption of the solution by effectively training end users
- Create customized training material to meet specific needs including language localization
- Provide a greater interaction with the system in a safe environment configured to match the implemented solution
- Increase employee satisfaction with an effective training strategy

#### About Concur

Concur is a leading provider of integrated travel and expense management solutions. Concur's adaptable Web-based and mobile solutions help companies and their employees control costs and save time.

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**Learn more at [www.concur.com](http://www.concur.com)**

\* For travel and expense or expense only

\*\* Training located in Redmond, Washington