



Extended Enterprise Training (Customer / Partner / Channel Training)

Growing globalization and competition have led to the rise in the number of partner programs, distributor networks, franchises, and contractors, just to list a few. Due to this, the value of external training initiatives such as channel training to partners and distributors has increased.

Extended Enterprise Training programs allow the primary enterprise to control consistency and quality of training across all channels, extending the benefits to the whole value chain.

The delivery of training, licensing and certification programs to external channels increases partner, customer and end-user satisfaction and product usage. It brings all external employees to the same level of competency and product knowledge as their internal employees, as well as optimizing support and reducing costs to the primary enterprise.

Extended Enterprise Training also generates additional revenue because the primary enterprise itself can sell training and convert an existing cost center into a revenue channel.

OUR SOLUTIONS ENABLE YOU TO:

- Decrease the skills gaps between partner employees and internal employees
- Increase partner, franchise and contractor sales
- Raise the productivity of the company's own sales force by sharing more responsibilities with partners
- Improve training attendance statistics and evaluation results
- Maximize efficiency in staffing required for training
- Gain consistent reporting and training metrics across channels
- Increase product knowledge, brand awareness and loyalty

- Decrease external enterprise staff turnover rate

MANAGE EXTENDED ENTERPRISE TRAINING WITH OUR SOLUTIONS AND EFFECTIVELY:

- Increase the efficiency and effectiveness of managing partner, franchise and contractor training
- Minimize complexity related to delivery and scheduling of training for geographically distributed participants
- Obtain consistent data collection and reporting of training throughout all channels – streamline reporting
- Send out consistent training materials and information on a timely and scheduled basis
- Provide training globally in over 30 languages
- Improve adoption rates of new product features and upgrades
- Manage registration and scheduling, class follow up, assessments and evaluations, as well as reporting
- Track compliance and ensure that proper operating procedures are followed
- Certify partner, franchise and contractor knowledge
- Manage Business-to-Business Training
- Manage Business-to-Consumer Training

Contact us today at Sales@NetDimensions.com and we will show you how our solutions can support and enhance your Extended Enterprise Training programs.