

# Training

**Training is widely recognized as the key to realizing the full potential of your systems, but it needs to be meaningful and timely to be effective.**

That's why Integra offer not just standard application training for each module but a tailored approach to identifying and delivering training that's right for your business needs. It's about delivering the right information and training at the right time in the context of your business, operational or project activities. And that means it doesn't have to be extensive or rigid because together we can work smarter to deliver a flexible programme that works around your business.

To achieve this we normally start with a 'Training Needs Analysis'. This analysis may be no more than a short telephone conversation or, may justify a longer exercise if your requirements are for many people across different software and procedures. By clarifying your overall objectives, training requirements and any logistical elements we are able to recommend the most effective approach and training programme for you.

Such programmes allow you to address the following types of training:

**Pre-configuration** training for implementation teams ensures they have the knowledge to make measured configuration decisions.

**Train the trainer** sessions allow your trainers to skill up as necessary for large -scale solution deployment.

**End user training** provides for new systems or applications and may embrace any system control and procedural requirements. This may encompass a variety of methods including video based training.

**Post training support** ensures that the users retain and apply what they have learnt, and proves useful in reinforcing process change as well as very specialist or complex issues.

**Super user or system administration** This is an advanced skills training important in the overall management of your systems and is normally delivered on a one to one basis.

**One to one** training is always available to introduce or refresh specific users.

**Technical training** will enable you to deploy skilled users by giving them a knowledge of and competence in the use of the database structures and reporting tools such as SQL and Excelerator.

**The production of training and user manuals** further reinforces the quality of your long-term systems investment.

Integra's experience and knowledge is the backbone of our training programmes.

- Finance
- Procurement
- Web
- Budgets
- Reporting
- Integration/interfaces
- Database
- System Controls
- Procedures
- Health checks
- Documentation

Gained across a range of sectors including:

- Local government
- Education
- Health
- Central Government
- Professional Services