

# Training Services

## Technical training solutions for greater return on your OSS investment

Sigma Systems offers a suite of high quality training programs designed to assist service providers in effectively managing and maximizing their chosen OSS product and solution investments. Our goal is to provide your users with the knowledge and skill set needed to efficiently manage your organization's deployed Sigma Systems products and solutions, during and after the deployment process – from critical operating functions to best practices for proactively managing system health and performance.

### Our Approach

For every training engagement, our technical training and customer enablement teams analyze your user education and training requirements to develop a training pathway specific to your OSS implementation. The result is the formation of a comprehensive and custom training program addressing every phase of your implementation and post-deployment support plans right in your unique deployment environment. Essential and advanced training for pre and post deployment



activities for all user types – from customer service representatives and developers to system administration and service order management users – is developed and delivered by our subject matter experts (SMEs) and technical trainers using a blended learning approach. Our overall methodology ensures a thorough staff understanding of your deployment environment and our products and solutions for greater post deployment self-sufficiency.

### Training Services

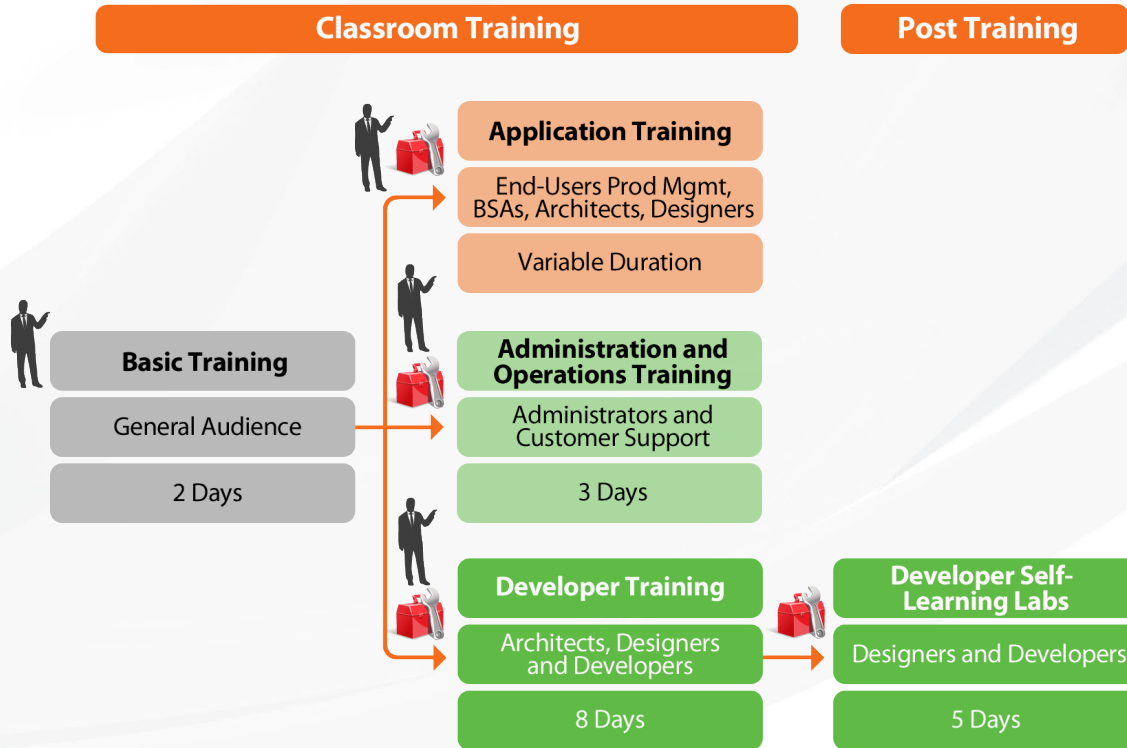
Sigma Systems delivers its curriculum through a variety of training services suited for every deployment environment and learning need:

#### Desk-Side Mentoring

Your users have participated in Sigma Systems' training and now they're ready to apply their newly acquired knowledge to your deployment environment. What better way to do this than with a personal mentor by their side? We offer the expertise of our technical trainers and SMEs to act as a mentor as your staff works in directly in your deployment environment. Our mentors will work alongside users and provide practical tips and shortcuts, which will save time, accelerate productivity, and increase performance levels.

#### eLearning and Webinars

Attending training programs and grasping all of the concepts and knowledge taught in a matter of days can be challenging when it comes to a new technology and its intimate workings. Sigma Systems' offers eLearning and webinar options as remote post-training support in the event knowledge transfer is lost or a refresher for staff is required. These sessions can be direct training delivered previously during instructor-led courses and hands-on workshops or a simple Q&A session geared toward answering specific questions about certain areas of your deployment environment.



### Instructor-Led Courses and Hands-on Workshops

We offer a variety of in-class instructor led courses and hands-on workshops delivered by our full-time technical trainers and SMEs. From basic environment overview to more advanced application training for skilled users including architects, developers, systems administrators and designers, our courses and workshops replicate your unique deployment so users familiarize themselves within their own working environment and acquire the knowledge they need to do perform their job more efficiently. Users receive a series of training resources that make excellent post-training reference materials including a hands-on lab guide.

### Post-Training Demo Environment

It's well known that the best way to learn a new technology is through a hands-on learning approach. We offer a post-training demo environment for your development team with mirrors a mini implementation. The demo environment enables your users to practice the knowledge acquired in their training and practice their learning's in a controlled environment, which allows for various stages of the configuration to be reset and repeatedly practiced.

### About Sigma Systems

Sigma Systems is the proven global leader in delivering advanced IP service fulfillment solutions. Next-Generation Operators (NGOs) around the world use our solutions to deliver a rich consumer experience through communications and entertainment services—over any access technology to any device. Our award-winning solutions include order management, provisioning and activation, and active mediation of residential and business VoIP, broadband, video, and triple and quad-play services. Sigma Systems is entrusted for service transformation and innovative solutions with market leading expertise for the delivery of today's and tomorrow's new services.