

Get to know...

# ADOPTION & TRAINING



## WHAT WE DO

We provide clarity regarding the **adoption** of technology investments; and, we design / execute **training programs** to fully leverage your technology investments.

## HOW WE DO IT

We have a specialized business unit, **VOX Learning Institute (VLI)**, which provides a unique resource and services offering to our clients.

## HIGHLIGHTS

- Technology Adoption Assessments
- Technology Adoption Services
- Training Plan & Courses
- Learning Credit Navigation
- Multi-Modal Learning

## METHODOLOGY

As part of the VOX Lifecycle, we provide a prescriptive methodology to evaluate your technology investments and how those investments are being leveraged to achieve organizational value. As we move through the Lifecycle Journey, we will design, plan and conduct customized training initiatives and help you get the most out of your manufacturer provided training dollars / credits and enterprise training budget.

## APPROACH

Through our VOX Learning Institute (VLI), we work to understand your investment in technology applications, software and systems, and then assess how well these are being utilized to derive the expected ROI and organizational value. Based upon presented recommendations, we will then develop and execute a training protocol to educate your teams and ensure improved proficiency and utilization of your key resources.



### BEFORE IMPLEMENTATION

- Platform Overview
- Feature Training
- Basic Administration
- Introduction to Endpoints
- Introduction to Adjuncts and Applications
- Best Practice Review



### DURING IMPLEMENTATION

- Customized User, Agent, Supervisor and Administrator Training
- Knowledge Transfer for Platforms, Adjuncts and Applications
- Solution Administration



### AFTER IMPLEMENTATION

- Training Recap/Effectiveness Review
- Basic, Intermediate and Advanced Administration Training
- Delta Uplift Training
- Refresher Training for Users, Supervisors and Administrators

“getting the most out of your most critical resources is imperative for sustained growth”



We help you prosper.

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VOXNS.COM