

Arribatec.

**How can the
Arribatec Training
Center help you?**

Arribatec.

1. What is the ATC?

Arribatec recognised the increasing demand for experienced Unit4 trainers in projects and as a standalone service; In 2022, the **Arribatec Training Center (ATC)** was consolidated and expanded to provide this training service.

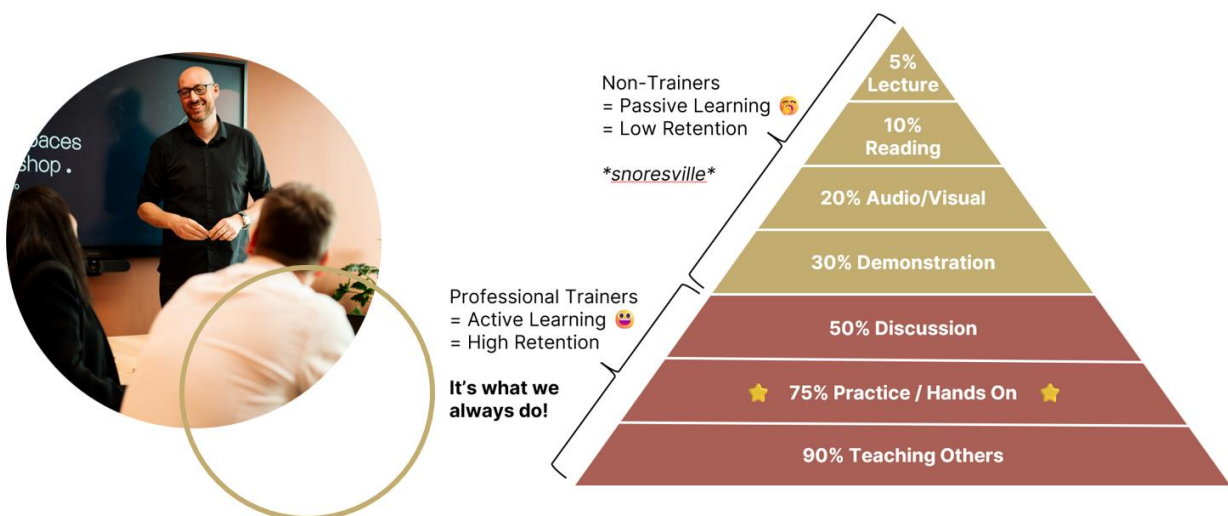
We are a small team with a huge amount of knowledge and experience in Unit4 ERP, training, consultancy and finance. This expertise makes us a fantastic choice for Unit4 ERP projects.

We are multi-skilled and multilingual and have trained all over the world.



The main goals of the ATC are:

- to create, run and provide **standard training courses** for training both internal consultants and external customers.
- to deliver **bespoke training courses** and material, in a format best suited to the subject matter, to customers for their projects – small and large.



Arribatec.

Where the consultant's focus is on the system build, ours is on ensuring the end user is confident in the system and understands the processes and functions they need to use.

Wherever possible, we will always use a **hands-on approach** so that learners aren't just told about something, they experience it.

2. How can the ATC help?

We offer the following services for external customer projects. They cover the full range of requirements from pre-implementation and UAT/EUT through to 'Hypercare' and BAU refresher training:

- **Pre-implementation/Upgrade**
 - **Training Needs Analysis (TNA)**
 - This should be the starting point of any implementation, upgrade or migration project. The TNA allows you to recognise your audiences, assess their requirements and plan what functions need to be trained and which methods should be used.
- **User Acceptance Testing (UAT)**
 - **Tester Training**
 - If you want your UAT phase to go quickly and smoothly, it is essential your testers understand how to undertake and complete the processes they are testing, the expected results and how the results will be recorded.
 - **Test Script Assistance**
 - Testing a function is only useful if the relevant tests are being carried out. We can assist with creating test scripts or providing templates, and ensuring all aspects of the process are tested.
- **End User Training (EUT) & Refresher Training**
 - **Bespoke Training Course Creation & Delivery**
 - For complex processes, in-person courses are the best way to learn and discuss the content. We can create lesson plans, user guides, exercises and data preparation in your training environment and we can deliver direct to staff or use a 'train the trainer' technique so you can keep the EUT delivery in-house.
 - **Group Demos, Quick Guides, Training Videos, eLearning Modules**
 - For simple processes, any of these methods (or a combination of them) may be valid, depending on the audience and your existing training systems and methods.
We have the system experience, software skills and template know-how to create engaging and useful training material.

Arribatec.

- **Hypercare**
 - **Go Live Assistance, Drop-In Sessions**
 - The learning doesn't (and usually shouldn't) stop at implementation – it is often when a process is being properly used that the real learning starts, and help is needed.
Once your new function or system is being used, it may be useful to have people on hand to help with questions (remote or in person) and/or to hold regular drop-in sessions which focus on issues that have been commonly raised with the support team.
 - **Process Analysis & Streamlining**
 - Changes to a process, or the way a process is carried out, can improve efficiency and save money. Is the process streamlined? Is the training information (if there is any) meaningful and up to date? What do the staff think of the process and have they devised their own workarounds that can be shared or, even better, automated in the system?
Our experience of the system and of users allows us to take a 'fresh eyes' view and see where improvements can be made.

We love working with customers, analysing training requirements with the project team, discussing system processes with SMEs and empowering learners.

Our work is always focussed on the end user, and we endeavour to fulfil Arribatec's mission to '**simplify complexity**'.

Arribatec.

3. What are our 'Standard' Courses?

Below is a list of the courses we have created and can run on demand either on our test system or on yours. We are always happy to train bespoke topics or combine/mix course content where needed.

Course Name	Course Length (Days)
App Studio Workshop (ERPx)	1
Basic Excelerator Reports	1
Data Migration Techniques	0.5
Extension Kit Workshop	1
Introduction to Web APIs	1
Flexi-fields	0.5
Forms	0.5
From Desktop to Web	0.5
Information Browser Reports - Finance	0.5
Information Browser Reports - HR	0.5
Introduction to Finance	0.5
U4ERP Navigation and Concepts	0.5
Planner Build & Use	1
Power Automate Workshop	0.5
System Administration	2
Web Configurator (Arribatec Product)	0.5
Workflow Build - Basics	0.5
Workspaces Workshop	0.5