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## SYSTEM AND PRODUCT TRAINING

JeMM Consultants works with its clients to develop and deliver company-specific system and product training programs. Our customized programs are practical, task-oriented and integrate technical training with job skills training, emphasizing the “how-to-do” the job. Course content, presentations and activities simulate the client’s business environment giving learners the skills and knowledge required to perform their job.

### OUR APPROACH

JeMM Consultants’ approach to system and product training will help your organization to:

- ◆ Ease the transition from training to job performance by integrating system/product training with job skills training
- ◆ Improve learning effectiveness by designing programs geared to different learner styles
- ◆ Enhance customer service and support by providing formal training to internal and external clients
- ◆ Optimize training budgets by making use of different training delivery channels
- ◆ Successfully introduce new systems/products by combining change management, employee development and training

### WHO BENEFITS?

Our system and product training programs are targeted to organizations with the following requirements:

- ◆ Introduction or roll-out of new systems/products within the organization
- ◆ Customization of an off-the-shelf system/product training package to include company-specific business processes
- ◆ Organizations wanting to improve system/product support
- ◆ Start-up companies wanting to provide their clients with formal training on their products
- ◆ Development of a training program that optimizes the various training delivery modes, i.e. self-paced eLearning, live online training, classroom instructor-led and job performance support tools

### OUR EXPERIENCE

JeMM Consultants has designed and delivered training programs for a wide range of systems and products world-wide, including corporate performance management software, accounting and finance systems, customer care solutions, integrated billing systems, 3<sup>rd</sup> party and in-house company systems (mainframe, client/server and web-based) and business continuity software.