



ALCATEL-LUCENT ENTERPRISE EDUCATION SERVICES

Learn today, lead tomorrow

.....
AT THE SPEED OF IDEAS™

Alcatel·Lucent
Enterprise



Your partner, with
more than 20 years of
professional experience



Established, innovative training resources

Alcatel-Lucent Enterprise Education Services provides an innovative portfolio of blended learning solutions throughout the world so our partners and enterprise customers can confidently and efficiently use the full range of Alcatel-Lucent Enterprise solutions.

TRAINING IN YOUR PREFERRED LANGUAGE

Training Center professionals deliver educational sessions in more than 15 languages, so you can choose the language that best serves your needs.

EXPERT AND EXTENSIVE TRAINING SERVICES - FROM NEEDS ANALYSIS TO POST-TRAINING EVALUATION AND SUPPORT

Alcatel-Lucent Enterprise Education Services is responsible for all aspects of the global training process:

- Assessing customers' needs and designing appropriate multimedia programs
- Planning on an international scale and managing trainee enrollment
- Organizing all teaching and training sessions worldwide

OUR PURPOSE

- Deliver training solutions on the latest technologies
- Enable customers to improve their telecommunications skills
- Train partners and customers throughout the business cycle using a wide range of course options
- Support partners during the accreditation process

OUR COMMITMENT

We're committed to your satisfaction from beginning to end – from the initial training choice to your final evaluation

TRAINING ACCOMPLISHMENTS

Every year:

- 14,500 individuals attend at least one course
- Up to 37,000 training days are delivered in person or in a virtual class
- Up to 90,000 hours of individual learning undertaken
- 25 percent of training activities involve e-learning
- 400 students are in training each day

Training tailored to your specific requirements

No matter what your company's relationship is with Alcatel-Lucent Enterprise – customer, business partner, carrier – we provide you with customized training according to:

YOUR BUSINESS REQUIREMENTS

- Training location
- Delivery language
- Delivery method
- Training duration

YOUR MARKET SEGMENT

- Small- or medium-sized business
- Mid-sized enterprise
- Large enterprise

YOUR SOLUTION

- IP communications
- Contact center
- Unified communications and collaboration
- Visual communications
- Management solutions
- Secured data networks

YOUR POSITION

- Sales
- Presales
- Post-sales
- Administrator
- End user

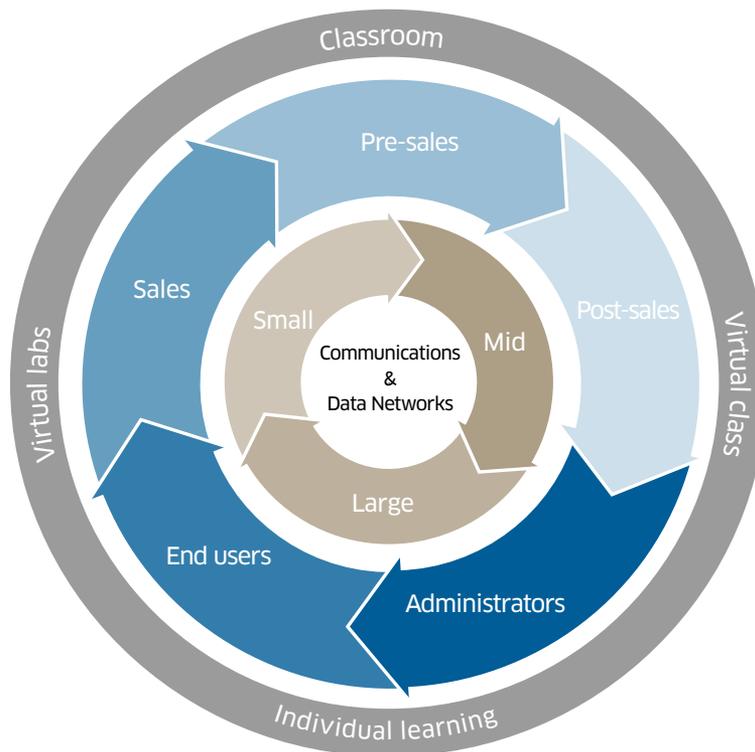
YOUR LEVEL

- Newcomer
- Experienced with Alcatel-Lucent solutions
- Experienced with other Companies' solutions

YOUR LEARNING ENVIRONMENT

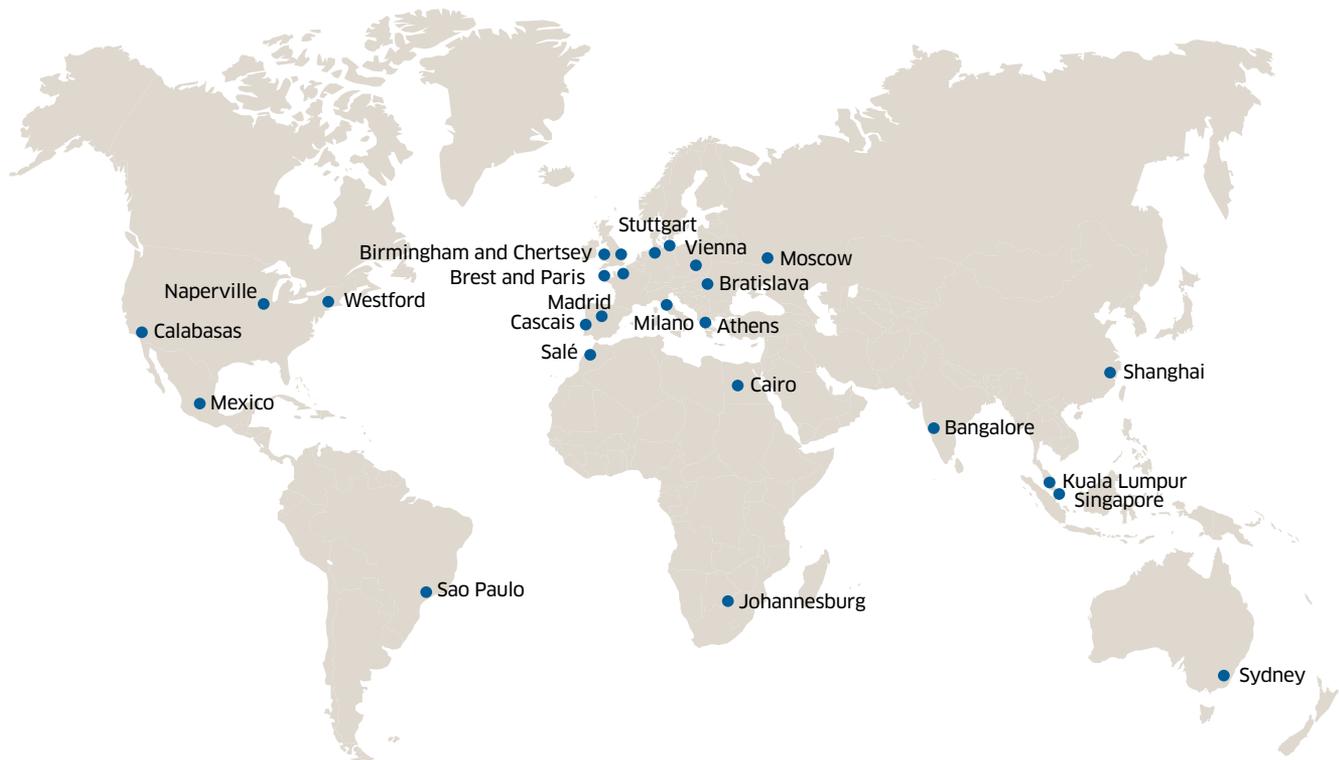
- Context (e.g., personal preferences, behavior, experience)
- Working environment
- Internet connectivity
- Device (e.g., iPad, mobile, PC)

Figure 1. A complete training portfolio covering 22 Alcatel-Lucent Enterprise solutions



A global organization dedicated to fulfilling your worldwide training needs

Figure 2. Twenty-four Training Centers: there's one near you



CONTENT ADAPTED TO YOUR NEEDS

A dedicated team of experts designs training curricula for each organization level: sales, presales, post-sales, administrators and end users.

LOCAL BUSINESS SUPPORT

Regional training contacts are available to help you identify and assess your business needs and develop and deploy your training plan.

EXTENSIVE EQUIPMENT AND A GLOBAL TEAM FOR OPTIMIZED TRAINING DELIVERY

- More than 120 Alcatel-Lucent Certified System Instructors deliver training in more than 15 languages around the globe
- Training is available in more than 50 classrooms, all fully equipped with up-to-date training material
- Our 240 mobile learning platforms allow you to be trained on your own premises

CONTACT US

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Flexible options let you choose the training method that suits you best

INDIVIDUAL LEARNING

Study at your convenience (computer-based training or Web-based training):

- Complete the same high-quality learning experience at reduced costs (no travel expenses)
- Schedule training to suit your personal needs
- Acquire knowledge at your own pace
- Train from your home or office on a date/time convenient for you
- Demonstrate your knowledge acquisition through tests

VIRTUAL LEARNING

Benefit from customized, virtual training sessions with an Alcatel-Lucent expert trainer through a Web-based training portal:

- Reduce training costs (no travel expenses)
- Connect with high-quality equipment remotely and access training material directly for demonstration or tutored practice
- Interact directly with the instructor

CLASSROOM LEARNING

Experience the benefits of face-to-face education at a Training Center near you:

- Raise questions directly with the Alcatel-Lucent expert trainer
- Practice on real equipment during tutored lab sessions

Benefit from state-of-the-art training

INNOVATION

- Our Instructors use the latest technologies, including multimedia, virtualization, and remote access
- Classroom delivery includes interactive white boards

SELF-PACED

- Multimedia support, including videos and training guides

ENVIRONMENTAL

- Electronic format reduces carbon footprint, is secure and easy to update

STRATEGIC

- Ensures the durability and efficiency of your investment

According to a study by the American Society for Training and Development (ASTD), organizations that invest more in training generate higher gross profits per employee.



A global service, offering the highest quality training

FORECAST EDUCATIONAL REQUIREMENTS

Regional training managers help you forecast your training needs and assist you with developing and deploying your training plan.

With enhanced skills, your staff will be able to meet new business challenges.

ASSESS EXISTING KNOWLEDGE LEVELS

Training sessions are most effective when they are built around the trainee's initial knowledge level.

We have, therefore, devised methods for assessing the best starting point for a successful apprenticeship.

LEARN through standardized or customized training sessions

We provide you with a full range of training programs to meet your needs and those of your clients:

- Training objectives are geared to the specific needs of your staff and customers

- Training can be scheduled to suit your preferred pace, through a mix of solutions
- Training at the location of your choice: in the classroom, at your office, from home. By selecting the training location that suits your needs, you can optimize your training costs.

SUPPORT THROUGH PRACTICE TESTS

We provide our students with practice tests to help you prepare for the certification exams and feel confident before writing them. Through multiple-choice examples, we allow you to familiarize yourself with the exam conditions and the tools required for the type of questions you will have to answer.

VALIDATE YOUR LEARNING THROUGH THE CERTIFICATION PROGRAM

Certify your technical skills and knowledge through multimedia exams (available for all levels, from beginner to expert).

QUALITY RECOGNIZED BY OUR PARTNERS

Average score:

- 9 to 10 (out of 10), when evaluated by trainees
- 7.5 to 10 (out of 10), when evaluated by Sofres (French polling Institute)

A certification program to validate your knowledge through official diplomas

WHY CERTIFY?

In today's business world, business partner customers expect their solutions providers to be highly competent. Certification demonstrates to customers you have gained Alcatel-Lucent know-how and are better suited to provide solutions and support.

WHAT IS CERTIFICATION?

Certification is a progressive program with two levels. Each level requires passing one or more exams. There are exams for each solution and graduated levels for sales, presales and post-sales staff.

Figure 3. Alcatel-Lucent certification levels

FUNCTION	CERTIFICATION	DESCRIPTION	LOGO
SALES	ACSR Alcatel-Lucent Certified sales representative	For sales representatives who sell Alcatel-Lucent products and solutions	Alcatel-Lucent CSR
PRE-SALES	AQPS Alcatel-Lucent Qualified Pre-Sales	For systems engineers who design stand-alone projects	Alcatel-Lucent QPS
	ACPS Alcatel-Lucent Certified pre-sales	For systems engineers who design large/complex networking projects	Alcatel-Lucent CPS
POST-SALES	ACFE Alcatel-Lucent Certified Field Expert	For field engineers in charge of advanced configurations, installation and service support	Alcatel-Lucent CFE
	ACSE Alcatel-Lucent Certified System Expert	For expert engineers in charge of complex configurations, installation and remote service support	Alcatel-Lucent CSE

CERTIFICATION ACTIVITY

- More than 25,000 certified professionals across the world (sales, presales, post-sales)
- More than 9000 certification exams per year, with an average success rate of 75 percent