



MICROSOFT DYNAMICS® NAV TRAINING

Get the best out of Microsoft Dynamics NAV with training from Tiski.

Ensure the successful use of your Enterprise Resource Planning solution and exceed your objectives.

Contents

Introduction	3
Microsoft Dynamics® NAV Training With Tiski	3
Planning Your NAV Training	4
<ul style="list-style-type: none">• What do you want to achieve?• Depth of training required• Where are your users based?• User roles• Executive training• Training agenda• What can we cover in Microsoft Dynamics NAV training?• Training evaluation• Pre-training system access	
Training Delivery Methods	6
<ul style="list-style-type: none">• Classroom training• Online training• Video training• Train the trainer• Learn @ lunch	
Training Materials	6
Conclusion	7



Introduction

Microsoft Dynamics® NAV from Microsoft is designed to support your main operational business departments, including finance, human resources, manufacturing and stock management. As an easy to use solution that is designed to increase the efficiency of your processes across the major departments within your organisation, Microsoft Dynamics NAV can offer a number of impressive benefits.

One of the best ways to ensure that you and your team are getting the most from your solution is through a well-planned and delivered user training programme.

As well as implementing Microsoft Dynamics NAV, as a Microsoft Partner, Tiski also offers a number of training options which are designed to help your users feel comfortable and confident when using the system.

Dynamics NAV training from Tiski will:

- Ensure that the processes established are effective and understood by users
- Enable users to feel confident using the system
- Embed the Microsoft Dynamics NAV solution and expertise into your organisation
- Show you how to reap the benefits of using Microsoft's award winning NAV solution
- Increase understanding of the use of the system across departments and the awareness of the roles and requirements of other team members.

Many organisations don't realise the full potential of their Microsoft Dynamics NAV solution, and that probably includes many of your competitors. By investing in a training programme you are already one step ahead of the competition.

Tiski has established tried and tested training methods which have contributed greatly to the successful use of Microsoft Dynamics NAV within companies of all shapes and sizes, and across a number of industries. Our trainers are not only experts in the usage and application of Microsoft Dynamics NAV functionality, they are also able to recognise the varied learning styles presented by delegates. This enables them to tailor their approach, ensuring that every trainee completes their training with high levels of knowledge and confidence.

This guide will offer you an overview of the Microsoft Dynamics NAV training services offered by Tiski, as well as advice on how to plan your training so that your users leave the session feeling excited about using the system.

NAV training with Tiski

At Tiski we pride ourselves not only on our depth of knowledge when it comes to Microsoft Dynamics NAV, but on our level of expertise around the benefits of properly embedding a Microsoft Dynamics NAV solution into your organisation. As such we provide effective NAV training courses for many of our clients, in fact, training is an essential element of our Rapid Deployment Process.

Whether Tiski implemented your Microsoft Dynamics NAV solution ourselves, or you are coming to us purely to benefit from our training services, we can help.



Planning Your Microsoft Dynamics® NAV training

We will work with you to plan your training programme, whether it is for one or hundreds of users, so that you are confident that the users of Microsoft Dynamics NAV will get everything that they need from their time with our trainers. We will walk you through some of the following considerations so that we can tailor your training accordingly, however, it's always useful to take the time to think about your requirements beforehand.

Some things that are worth considering when working with us to plan your Microsoft Dynamics NAV training include:

What do you want to achieve?

It is important that the objectives of your Microsoft Dynamics NAV training are discussed with your trainer beforehand. This will allow us to design and deliver your training with these in mind which will make for a positive outcome for your company and Microsoft Dynamics NAV users.

Depth of training required

It's important that we understand the levels of experience across your user base. Some users may have used Microsoft Dynamics NAV in a previous role, while others have never even seen the software before.

By understanding the various levels of expertise we are dealing with, we can ensure that all abilities are catered for. This could all be handled in a single group training session, or various abilities could be split into different groups. All of this will be discussed and agreed on, while keeping the key objective in mind – ensuring that all of your users feel comfortable and confident using the system as part of their day to day roles.

Where are your users based?

Business is ever changing, today that means that not everyone will necessarily be in the same location. If that's the case, we can utilise a number of training methods, whether that's arranging a centralised training day where everyone can attend, or arranging online training to accommodate users in different locations, and even in different time zones.

User Roles

It's important for your trainer to understand the roles of your users. With larger groups in particular, delegates could be grouped into similar roles. Once this is done we can plan your Microsoft Dynamics NAV training based on what the various roles will need to accomplish when using the system.

We will also design the training with an educational element across all of the other departments using the solution. The more that people understand the various processes from end-to-end and the higher the knowledge about other department/user objectives, the more collaborative users will be when using the Microsoft Dynamics NAV on a daily basis.

Executive training

We've found that it's important to have your management team take part in the training. The benefits of this are twofold:

1. They can assist the trainer in answering any questions regarding process design, reporting and output requirements, etc...
2. They will leave with an understanding of the processes being implemented from a user point of view.

Training Agenda

Are there any particular areas that you would like us to include in the training? Let us know during the planning stage and we can develop elements of the training based on these requirements.

We will work with you to develop a training agenda based on your specific requirements, this will include:

- How to use the system based on the needs of the company and taking into account current experience levels and job roles
- How NAV will improve each user's job role
- How NAV is going to benefit the users and the company
- Why the company has decided to implement Microsoft Dynamics® NAV
- Regular breaks to ensure that the delegates don't flag or miss vital information
- Ample time for questions

What can we cover in Microsoft Dynamics NAV training?

Depending on your specific requirements, our trainers can deliver training that's tailored for specific departments within your organisation, such as finance, manufacturing and operations. Alternatively, if training users across multiple departments at the same time, we can focus on a process based approach. This will all be discussed during the planning stage with your trainer.

Training Evaluation

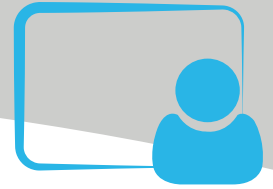
Once the training is complete, we will be on hand to help with any questions or user issues which may arise. All users will also have telephone access to our customer support team in line with your SLA.

Pre-Training System Access

In order to design the best training programme possible, we may need access to your Microsoft Dynamics NAV solution, particularly if there have been a number of bespoke customisations applied. This can be achieved online or by visiting you onsite.



Training Delivery Methods



We will need to take in to consideration a number of factors which will dictate how your Microsoft Dynamics® NAV training is delivered:

- Location of users
- Learning style of users
- Different experience levels

That's why we offer a number of training delivery options to ensure that it fits in with your requirements and offers the best learning experience possible.

Classroom Training

Instructor-led training will be held onsite and carried out using your Microsoft Dynamics NAV installation. This method is perfect for teams that are all based in one location and for learners who will benefit from a classroom environment and face to face interaction with our trainer.

Our trainer will take your users through the agreed agenda over the agreed period of time. This could involve a single group session over a day, or multiple group sessions over a number of days. Classroom training is fully customisable depending on your requirements.

Online Training

Like classroom training, our online training sessions are live, instructor-led and carried out using your Microsoft Dynamics NAV solution. Online training is perfect for geographically dispersed teams or teams who have differing schedules and require training at different times. We can also record the training session and make this available to you as a resource for refresher training or for use with new users.

Video Training

Sometimes it can be difficult to get all of your users into one place at one time, or to find a time for training that fits into everyone's schedule. Video training offers users the opportunity to learn about Microsoft Dynamics NAV at their own pace.

Video training is also a great tool if you have users of different experience levels, enabling everyone to get to the same level before attending classroom or online training.

Train the Trainer

We recommend that train the trainer sessions are carried out in a classroom, this is simply because of the more in-depth nature of the training. This training course will enable you to carry out NAV training in-house using your own trainers.

Train the trainer is fantastic for organisations with large numbers of users, or who will be adding new temporary or permanent users to Microsoft Dynamics NAV on a regular basis. Self-sufficiency is important to some of our clients and we've found that this option meets their requirements well.

Learn @ Lunch

Learn @ Lunch offers users access to instructor led training in short sessions of 30 – 45 minutes. This is great as a refresher training option, or to help those users who require more in-depth knowledge of Microsoft Dynamics NAV. It's also great as a session to refine processes and discuss any further enhancements that may be needed.

Whether one or more of these methods are suitable for you, we will put together a tailored programme to ensure that your users get the most out of their training.

Training Materials

To support our training we offer access to a variety of training materials, such as:

- Customised training manuals as part of classroom training
- Access to recorded online sessions
- Video training and standard training manuals as part of our training portal

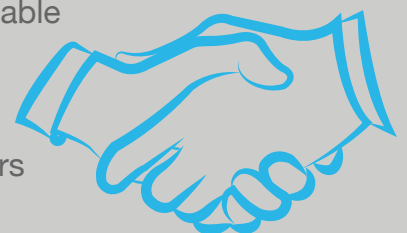


Conclusion

Training your users is a key element of successfully embedding your Microsoft Dynamics® NAV solution and ensuring efficient use from day one. As an organisation you will benefit from your users being comfortable and confident when using the system, not only in terms of day to day results, but when it comes to the long term return on investment.

That's why at Tiski, we work with you directly to ensure that your users get the most out of their Microsoft Dynamics NAV training.

For more information or to discuss your training requirements in more detail, contact us today on **0203 418 0411**.





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