

# Product Training and Professional Services

Alloy Software’s Training & Professional Services are designed to help you unlock the full potential of your software investment by leveraging our product expertise, industry experience, and best practice knowledge. Our team of professionals will work with you to develop effective solutions for your team and your business.

Our training provides insight into how to best utilize our products resulting in increased productivity and cost savings. Our product experts can help you to tailor Alloy Navigator Enterprise and Alloy Discovery Enterprise to help you meet your business’ initiatives and objectives.

In addition to the training courses and packages below, we also offer consulting and report development services where our product specialists work closely with you to determine requirements and provide proven solutions. For more information please see our complete listing of professional services offerings at <http://www.alloy-software.com/services/>

Training courses and professional services can be conducted either remotely or on-site:

**Remote** - Receive services via the internet using online meeting/collaboration tools.

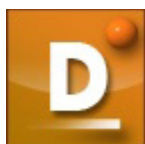
**On-site** - Our staff will travel to your location to provide services.

Training courses are available individually or as packages. Professional Services can be purchased as a set block of time or as part of a package.



## Alloy Discovery Enterprise 7 Training and Consulting Packages

Package	Description / Courses	Location	Duration	Cost
<b>Full Product Training</b>	<p>This package provides full training for Alloy Discovery Enterprise 7. It covers topics from understanding the application’s interface, reviews of its features, guidance regarding administrative functionality and finally insight into best practices on configuration and administration.</p> <p>Training includes the following training courses:</p> <ul style="list-style-type: none"> <li>• Introduction to the Main Console</li> <li>• Introduction to Administration</li> <li>• Configuration and Administration</li> </ul>	Remote	3 hours	On Request
<b>Training &amp; Consulting</b>	<p>This package provides full training for Alloy Discovery Enterprise 7. It covers topics from understanding the application’s interface, reviews of its features, guidance regarding administrative functionality and finally insight into best practices on configuration and administration.</p> <p>Training includes the following training courses:</p> <ul style="list-style-type: none"> <li>• Introduction to the Main Console</li> <li>• Introduction to Administration</li> <li>• Configuration and Administration</li> </ul>	On-site	1 day	On Request



## Alloy Discovery Enterprise 7 Individual Training Courses

Package	Description / Courses	Location	Duration	Cost
<b>Introduction to the Main Console</b>	The Main Console is the heart of Alloy Discovery providing your technicians with the ability to audit network devices and track and report on various aspects of your inventory related operations. This training course will provide you with an overview of the interface and various features and capabilities the Main Console has to offer.	Remote	1 hour	On Request
<b>Introduction to Administration</b>	The overall success of your implementation relies not only on your ability to use Alloy Discovery, but also your ability to administer Alloy Discovery. This training course will provide you with an introduction to what you'll need to administer Alloy Discovery.	Remote	1 hour	On Request
<b>Configuration and Administration</b>	Configuring the application is the first step to managing your inventory and how you do this will affect your ability to manage and analyze your inventory down the road. This training course will provide you with an understanding of how to configure and administer Alloy Discovery.	Remote	1 hour	On Request

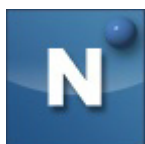


# Alloy Navigator Enterprise 7 Training and Consulting Packages

Package	Description / Courses	Location	Duration	Cost
<b>Full Product Training</b>	<p>This training package provides full training for Alloy Navigator Enterprise 7. It covers topics from understanding the application’s interface, reviews of its features, guidance regarding administrative functionality and finally insight into best practices on configuration, administration, workflow management and process development.</p> <p>Training includes the following courses:</p> <p><b>Alloy Discovery Enterprise courses</b></p> <ul style="list-style-type: none"> <li>• Introduction to the Main Console</li> <li>• Introduction to Administration</li> <li>• Configuration and Administration</li> </ul> <p><b>Alloy Navigator Enterprise courses</b></p> <ul style="list-style-type: none"> <li>• Introduction to the Main Console</li> <li>• Introduction to Purchase Management</li> <li>• Introduction to Asset Management</li> <li>• Introduction to Configuration Management</li> <li>• Introduction to Software License Management</li> <li>• Introduction to Service Management</li> <li>• Introduction to Service Level Management</li> <li>• Introduction to Administration</li> <li>• Service Management Automation</li> <li>• Understanding Workflow Design</li> </ul>	Remote	22 hours	On Request
		On-site	3 days	On Request
<b>Administrative Training</b>	<p>This package provides Administrative training for Alloy Navigator Enterprise 7. It covers a wide range of topics from managing accounts and permissions to designing views and dashboards to workflow design and management.</p> <p>Training includes the following Alloy Navigator Enterprise courses:</p> <ul style="list-style-type: none"> <li>• Introduction to Administration</li> <li>• Understanding Workflow Design</li> </ul>	Remote	8 hours	On Request
		On-site	1 day	On Request

<b>Asset Management Training</b>	<p>This training package provides Asset Management training for Alloy Navigator Enterprise 7. It covers topics such as managing your procurement product catalog, understand how to manage your stock and configuration management techniques to ensure you know what you have and where you have it.</p> <p>Training includes the following Alloy Navigator Enterprise courses:</p> <ul style="list-style-type: none"> <li>• Introduction to Purchase Management</li> <li>• Introduction to Asset Management</li> <li>• Introduction to Configuration Management</li> </ul>	Remote	3 hours	On Request
		On-site	1 day	On Request
<b>Service Management Training</b>	<p>This training package provides Service Management training for Alloy Navigator Enterprise 7. It covers topics such as understanding ticket classes, leveraging the all-important Knowledge Base, Project Management concepts and planning Services, Service Levels and Service Level Agreements (SLAs).</p> <p>Training includes the following Alloy Navigator Enterprise courses:</p> <ul style="list-style-type: none"> <li>• Introduction to Service Management</li> <li>• Introduction to Service Level Management</li> </ul>	Remote	3 hours	On Request
		On-site	1 day	On Request
<b>Installation &amp; Initial Configuration</b>	<p>This consulting package provides installation, upgrade and initial configuration assistance with Alloy Navigator Enterprise 7. Initial configuration includes setup of services, jobs and various settings required for out-of-the-box deployments.</p>	Remote	4 hours	On Request
		On-site	1 day	On Request

<b>Training &amp; Consulting</b>	<p>This package provides consulting and full training for Alloy Navigator Enterprise 7. It covers topics from understanding the application's interface, reviews of its features, guidance regarding administrative functionality and finally insight into best practices on configuration, administration, workflow management and process development.</p>	Remote	40 hours	On Request
	<p>Training includes the following courses:</p>	On-site	5 days	On Request
	<p><b>Alloy Discovery Enterprise courses</b></p>			
	<ul style="list-style-type: none"> <li>• Introduction to the Main Console</li> <li>• Introduction to Administration</li> <li>• Configuration and Administration</li> </ul>			
	<p><b>Alloy Navigator Enterprise courses</b></p>			
	<ul style="list-style-type: none"> <li>• Introduction to the Main Console</li> <li>• Introduction to Purchase Management</li> <li>• Introduction to Asset Management</li> <li>• Introduction to Configuration Management</li> <li>• Introduction to Software License Management</li> <li>• Introduction to Service Management</li> <li>• Introduction to Service Level Management</li> <li>• Introduction to Administration</li> <li>• Service Management Automation</li> <li>• Understanding Workflow Design</li> </ul>			
<b>Professional Services 4 Hour Bundle</b>	<p>This consulting package provides you with a bundle of time that you can use for any requirements you might have. Our product experts can help you bridge the gap between your business, technology and our products. Whether you have the need to assess your service desk, establish an asset management approach or plan and design workflow, we can help provide expert advice and knowledge to help you align information technology with your business objectives.</p>	Remote	4 hours	On Request
<b>Professional Services 2 Day Bundle</b>	<p>This consulting package provides you with a bundle of time that you can use for any requirements you might have. Our product experts can help you bridge the gap between your business, technology and our products. Whether you have the need to assess your service desk, establish an asset management approach or plan and design workflow, we can help provide expert advice and knowledge to help you align information technology with your business objectives.</p>	On-site	2 days	On Request



## Alloy Navigator Enterprise 7 Individual Training Courses

Package	Description / Courses	Location	Duration	Cost
<b>Introduction to the Main Console</b>	The Main Console is the heart of Alloy Navigator providing your technicians with the ability to enter and manage IT data as well as track and report on various aspects of your IT. This training course will provide you with an overview of the various features and capabilities the Main Console has to offer.	Remote	1 hour	On Request
<b>Introduction to Purchase Management</b>	Alloy Navigator provides you the ability to track and manage your IT purchases, understand financial data and purchasing trends. This training course will help you leverage these abilities to accomplish these goals.	Remote	1 hour	On Request
<b>Introduction to Asset Management</b>	Alloy Navigator comes with powerful Asset Management tools geared towards providing you with a thorough understanding of your financial data, managing your stock and loaning equipment. This training course will provide you with details on the various aspects of these areas.	Remote	1 hour	On Request
<b>Introduction to Configuration Management</b>	Alloy Navigator provides you the ability to track and manage configuration data on your computers, hardware, networks and more. This training course will help you understand how to do this effectively through Configuration Management.	Remote	1 hour	On Request
<b>Introduction to Software License Management</b>	Ensuring your company's software licenses are complaint is essential as is understanding license availability and usage. This training course will provide you with details on understanding the various methods of handling your Software Licenses.	Remote	2 hours	On Request
<b>Introduction to Service Management</b>	The ability to manage your customer's expectations in relation to service delivery timeframes is extremely important and Service Level Management allows you to do just that. This course shows you how you can design your services and service levels so you can be sure tasks are completed on time.	Remote	2 hours	On Request
<b>Introduction to Service Levels</b>	The ability to manage your customer's expectations in relation to service delivery timeframes is extremely important and Service Level Management allows you to do just that. This course shows you how you can design your services and service levels so you can be sure tasks are completed on time.	Remote	1 hour	On Request
<b>Introduction to Administration</b>	The overall success of your implementation relies on a solid understanding of not only the features and abilities Alloy Navigator offers, but how the various aspects of the product interact. Designing workflow and increasing productivity are just some of the topics you'll need to get your head around. This training course will provide you with an introduction to what you'll need to administer Alloy Navigator.	Remote	2 hours	On Request
<b>Service Management Automation</b>	Alloy Navigator includes a number of facilities used for automating Service Management ranging from actions to views to triggers and more. Using these features will allow you to save time and effort managing your day to day operations. This training course will provide you with details on creating workflow automation, enforcing standards and more.	Remote	1 hour	On Request

<b>Understanding Workflow Design</b>	The conversion of your procedures into intelligent workflow will greatly increase speed and productivity. Automating tasks and enforcing standards will make sure other aspects of your system, such as reporting, also work as expected. This training course will provide you with information about creating workflow design in Alloy Navigator.	Remote	7 hours	On Request
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See also [Alloy Discovery 7 Enterprise Individual Training Courses](#).

## Notes

1. On-site pricing does not include travel, lodging, and meal expenses. These costs are in addition to the above and are billed to the customer after the on-site engagement occurs.
2. Two weeks lead time is required for all Training, Consulting, and Professional Services requests.

## Additional Information

Further description and detail for packages and courses are available on Alloy's Support Portal:

### **Alloy Navigator Enterprise 7 Professional Services Packages**

<http://support.alloy-software.com/?mode=page&aid=KB002384>

### **Alloy Discovery Enterprise 7 Professional Services Packages**

<http://support.alloy-software.com/?mode=page&aid=KB002391>

### **Alloy Navigator Enterprise 7 Training Courses**

<http://support.alloy-software.com/?mode=page&aid=KB002382>

### **Alloy Discovery Enterprise 7 Training Courses**

<http://support.alloy-software.com/?mode=page&aid=KB002394>

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