

Chapter 1.03: Guide to Training Material

Overview

Training of company personnel is critical for every business. Even the smallest of companies cannot work most effectively if they do not understand how to use the software. Advantage Route Systems provides a variety of materials to help you train the people you work with and assist you in becoming familiar with Route Manager. This chapter gives you a brief overview of the recommended training materials.

Training Materials

Advantage Route Systems has developed a variety of training materials that can help you get started with Route Manager. A majority of these items can be downloaded or viewed on our website:

www.ars247.com.

Materials that we have created include:

- ▶ Videos
- ▶ Manuals
- ▶ Web-Based Training
- ▶ White Papers

Furthermore, we have several one-on-one services, such as:

- ▶ Telephone training
- ▶ On-site visit for consulting and training
- ▶ Classroom training at our offices

With all of these materials available, you can design the right mix to help your office and route staff.

How long will it take?

Training time varies with each organization. Typical training times can be a few hours for a small group to several weeks for a larger organization. For a small group, it can be rather informal with a combination of book study a little practice, and a pre-determined “go-live” date.

In a larger company, it will take several weeks of planning and a high degree of coordination to make it happen. The important thing is that a qualified team leader needs to be placed in charge of the project so it can be completed on time and within budget.

Technical Support

We provide 24-hour-a-day, 7-day-a-week telephone support at 866-549-8837 or 209-632-1122. For our international clients, contact us at 209-632-6358.



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