



# BMC Web-based Training Solutions

Training is a critical component of any successful software implementation. To make it even easier for you to meet your training needs, BMC provides role-specific, web-based training that allows you to cost-effectively educate a few employees or a large, geographically diverse audience. By using our dynamic, on-demand interactive methodology, BMC Education Services meets and exceeds your training needs while helping you stay on time and on budget.

## Key Benefits

- » Self-paced to allow for optimal learning experience
- » Interactive training with frequent knowledge checks to help measure comprehension
- » Easy to use learning interface
- » No travel expenses
- » Less time away from your job

## Business Challenge

In today's business climate, organizations must strive to keep costs down and eliminate wasteful spending while continuing to increase efficiency. Working with a smaller budget and, often, a smaller staff, your organization must be highly skilled in order to increase business and IT productivity. How do you manage to keep your organization trained without depleting your budget?

## The BMC Solution

With BMC Education Services, cuts in budget don't have to mean sacrificing the training and best practice education you need. With our interactive, dynamic, self-paced web-based training (WBT), you can maximize your productivity while minimizing your expenditure on education. Many of our learning paths start with this high level, self-paced, self accessed WBT and work as the foundation of our learning paths. WBT is a superb way to further your knowledge of BMC solutions while saving time and money.

## Additional Training Options

- » **Instructor Led Training (ILT)** – Training in a traditional classroom with our expert staff
- » **Instructor Led Online (ILO)** – The same “live” hands-on learning and high-quality coursework as in traditional classroom courses – minus the time and expense of travel
- » **Web-based Training (WBT)** – Accessible 24/7, self-paced, interactive learning
- » **OnDemand Learning and Labs (ODL)** – An innovative online training that combines self-paced, interactive learning and assessments with access to a remote lab environment.

## Additional Education Services Programs

- » **Solution Adoption Framework for Education (SAFE)** — BMC offers a set of consulting services designed around our Solution Adoption Framework. Our architects can provide guidance and recommendations on skills assessments, customized learning paths, alignment of education events to your project, and project follow-ups. Our architects apply best-practice knowledge and field experience to customize education rollout at your site.
- » **BMC Education Solution Accelerator (ESA)** – BMC offers this tool to give you the ability to plan a comprehensive user adoption strategy that involves users throughout the project, reducing risk and helping them achieve competency more quickly. ESA compliments BMC's Solution Adoption Framework for Education (SAFE).
- » **Custom Development** — Customers who require maximum flexibility have three custom development options, in which BMC:
  - » Takes an existing WBT course and customizes it to your specific requirements.
  - » Creates a custom WBT based on your proprietary processes and requirements.
  - » Augments your staff with a BMC Education Developer to assist with specific education needs.

## Additional Services

- » **Consulting Services** — Partner with a team of worldwide consultants, architects, and BSM change specialist committed to helping you improve IT operations by implementing BSM solutions and alignment with business strategies.
- » **Premier Support** — Benefit from proactive situational analysis, weekly support case reviews, a named support engineer and account manager, annual site visits, sandbox environment, and learning credits
- » **Solutions Operations Service** — Use BMC resources for remote management and administration, staff augmentation, and expert services after go-live
- » **Subscription Service** — BMC offers a subscription to our web based training. For 1 year, you can purchase unlimited access to all web based training, including any new eLearning (Web-based-training) courses added to the library during the 12-month access period.

## BMC Global Services

With more than 2,000 customer implementations, BMC is uniquely qualified to help you simplify and automate your IT infrastructure and processes so you can better manage business services. BMC has a consulting and education services team of more than 800 worldwide professionals committed to helping our customers achieve successful outcomes with tangible business value through Business Service Management.

## For More Information

For more information about BMC Education Services, please contact your BMC Account Manager or

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## BUSINESS RUNS ON I.T. I.T. RUNS ON BMC SOFTWARE.

Business runs better when IT runs at its best. That's why more than 20,000 IT organizations – from the Global 100 to the smallest businesses – in over 120 countries rely on BMC Software (NASDAQ: BMC) to manage their business services and applications across distributed, mainframe, virtual and cloud environments. With the leading Business Service Management platform, Cloud Management, and the industry's broadest choice of IT management solutions, BMC helps customers cut costs, reduce risk and achieve business objectives. For the four fiscal quarters ended March 31, 2012, BMC revenue was approximately \$2.2 billion.