



Course Outlines & Schedule

Cisco WLAN and Wireless Broadband

- CISCO Unified Wireless
- Bas c Broadband

Backhaul and Transport

- Basics
- Copper
- Support Systems
- DSL Technologies
- Fiber Optics
- High Speed

In-Building Systems

- Location Based Services

IT & Data Networking

- Networking Concepts
- CISCO LAN & IP Concepts
- Home & Business Networking
- Voice over IP and IPTV
- Microsoft
- WAN Data
- Network Security

Safety & Prevention

- First Aid
- Safety (OSHA)
- Tower and Climbing
- Construction
- CAD/RMS
- Electrical Safety

Marketing, Management and Sales

- Industry Basics
- Business Sales (B2B)
- Retail Sales

Project Management

- PMI
- Project P a nning
- Custom PM

SUMMARY

In the current state of the communications industry, companies are struggling with an ever-increasing workload and limited resources. New products and technologies are constantly introduced to a highly competitive marketplace requiring organizations to enhance and improve the skills of their employees and ensure they have the proper certifications. Organizations offering a career path enhanced by valuable technical and sales training will increase their probability of retaining employees.

TESSCO's training portfolio is not based on generic solutions. We customize every course to the exact requirements of our customers. This has proven extremely effective for our customers. TESSCO instructors deliver training courses across the industry on most major wired and wireless technologies as well as on health and safety. They are focused around the primary technologies in the wireless and data arenas as well as standard telecommunications technologies.

FEATURES

- Multiple learning solutions including instructor-led, e-learning and blended.
- Ability to customize courses
- Strong certification programs including Cisco, OSHA, NEC, Anritsu, Agilent and TESSCO
- Many training programs based on hands-on applications
- Unique ability to bundle services with products
- Strong portfolio of courses:
 - > Cisco WLAN and Wireless Broadband
 - > Backhaul and Transport
 - > IT and Data
 - > Safety and Prevention
 - > Marketing, Management and Sales
 - > Project Management

BENEFITS

- Increased efficiency
- Reduced or eliminated travel expenses
- Reduced cost of training due to ability to customize
- Provided one invoice for both products and training
- Produced strong ROI
- Reduced amount of time required to acquire new skills and abilities

REAL WORLD EXAMPLES

Situation: A large carrier's attach rate was less than two accessories per activation. They needed to improve the ability of their sales force to sell accessories.

Problem: Customers were buying service and handsets at the carrier's location, but later purchased the accessories online or at a competitor's location.

Solution: TESSCO worked with the carrier to develop Web-based training modules as well as demonstration kits that were shipped to the stores. Courses were developed on topics such as sales processes, selling accessories, memory and Bluetooth, and they were delivered to all locations. The carrier saw huge increases in attach rate and revenue.

Situation: A power/electric company was migrating to an IP system at their substations. The technicians were not familiar with the equipment or IP-based technology, which made the migration extremely slow.

Problem: Technicians were nervous about working on equipment and technology that they did not fully understand. This lack of confidence caused major delays and outages at locations that were distributing power to thousands of customers.

Solution: TESSCO designed a customized training solution that included practical instructor-led training, quick guides and software tools that saved the company thousands of dollars as well as streamlined the process.


Situation: A rural carrier had purchased several million dollars worth of state-of-the-art test equipment.

Problem: Installers and technicians were not properly trained on the operation, configuration, or results interpretation of the test gear. This caused multiple outages and the mean time to repair (MTTR) was much higher than expected.

Solution: TESSCO worked with the manufacturer of the test equipment to cater a training program on the specific options and the tasks of the technicians. This hands-on training program not only enabled the technicians to efficiently operate the equipment, but also improved the overall MTTR. This validated a strong return on investment (ROI) for the customer.

ADDITIONAL CONSIDERATIONS

- How many people require training?
- What training budget is available?
- What problem needs to be solved by the training?
- What content is desired in the training?
- Is certification training or standard training required?
- Is customized content required?
- When is the training required?
- Does on-site training make sense?



Knowledge Solutions

Providing the intelligence for optimum, faster decisions

- TESSCO.com
- The Wireless Guide
- The Wireless Journal
- The Wireless Updates
- The Wireless Bulletins