



Business  
Intelligence

Data  
Center

Cloud

Mobility

## Enterprise Computing Solutions – North America

### Education Services



# Education Services

The most critical success factor in the installation and re-purchase of hardware and software initiatives is a skilled and educated customer. Customers expect a complete solution, ensuring that the human development side of new technology purchased is fully supported.

Our education programs deliver flexible, co-branded, vendor-authorized training designed to help you increase your engineering staff's certifications and bolster your profitability by reselling training to your customers. We help you accomplish this by providing real-world curriculum and hands-on labs in classrooms, online and self-paced learning environments.

# Benefits

By introducing a robust group of hands-on, authorized vendor training courses, you can take advantage of a unique point-of-sale opportunity to enhance and enable your deals through better margins and an ease of doing business with a trusted advisor.

Our Education Services give you an instant ability to offer a complete suite of IT training solutions, from virtualization to networking to storage and all the relevant certifications that enable their deployment. Your solutions can include certification training for: VMware, Citrix, Net App, Juniper, Cisco, HP, Security+, Net+, A+, PMP, Agile, SCRUM and many more.

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See our course schedule at  
**[ecsedu.arrow.com/na](http://ecsedu.arrow.com/na)**



# Business Need

At Arrow, we have decades of experience understanding products and services, and how training relates to both. More importantly we understand and have built our education services around key customer needs:

## > Availability

Customers need the right training class at the right time, and project deadlines are getting increasingly tight. At Arrow, we've built a comprehensive training portfolio that matches up to your line card with class sessions to fit your customer's toughest demands.

## > Real-world instructors, real-world labs

We understand that the objective of training isn't to receive a diploma, but instead to leave the class with real-world skills that can be immediately applied on the job. We've carefully selected field-experienced instructors and created labs which emulate customer infrastructures to ensure the best learning outcomes.

## > Delivery options

Time pressure on IT staffs today means training needs to be flexible. Whether live—online via the Internet, in a public classroom, a private class at a customer's location—or self-paced education, Arrow has the options customers need.

# Capabilities

Vendor-authorized curriculum and courses are delivered to Arrow partners and their end-user customers using multiple delivery models; public classes are delivered online (virtual classrooms), at training centers throughout the world (physical classrooms) or through our self-paced learning library. Private classes (including custom content and labs) are also available.

## **We deliver our classes via four main delivery models.**

- > **Classroom (ILT)**—students and instructor are in the same physical location
- > **Virtual Classroom (vILT)**—students and instructor are connected via Internet
- > **Connected Classroom**—classroom(s) and virtual students are in the same session
- > **Self-paced (CBT)**—students study interactive materials at their own pace

All classes are taught by vendor-certified instructors with years of real-world experience in designing, deploying and managing complex networks. Each class typically is comprised of 50 percent hands-on lab exercises to enhance the learning experience. Classes are highly interactive and students are encouraged to actively participate in the training process.

## **Public Training Offerings**

Our courses and class schedules are continuously updated to cover the latest hands-on learning for products, programs, tools and technology. We offer vendor-authorized and certified training both online and in the classroom.

# Private Training Offerings

Conducted exclusively for you and customized and designed to accommodate each specific need, our private courses can be held at an Arrow facility or at a site of your choice.

## **Private (Partner-hosted)**

- > Partner organizes, promotes, sells seats and hosts the class at a location of their choice
- > We provide instructor, course materials and computers
- > Partner can show a higher value and combine other activities around training

## **Instructor-only**

- > We provide an instructor for a class already organized and scheduled

# Co-Branded Training Website (Partner+)

We offer the ability to create a branded, credible training website with no upfront investment.



This is a maintenance-free website that provides a live view of IT courses and available dates by vendor. Customers can register for classes and download course materials. Set up is as simple as selecting a template and generating a new site. The resulting training portal can then be easily integrated with your existing website.



## Co-branded Training Units

Arrow Training Units (TUs) are prepaid training vouchers that may be attached by your sales team for your customers at the point of sale. They provide a flexible solution for organizations whose training needs vary from a single course or vendor technology to an entire series of courses. They may be redeemed for the full breadth of Arrow Education Services courseware and this capability eliminates the traditional problem of “stranded credits” associated with having only one type of technology training credit for customers with multiple technology training needs.

Arrow TUs come in increments of \$100 (USD) and are valid for 12 months from purchase date. TUs are treated exactly as cash and other forms of payment. They may be used for any course or any type of learning delivery model. To purchase a course, the value of the TUs must be equal to or greater than the published price of the course.

# About Services at Arrow

At Arrow, we believe our relationship with you is the most important aspect of our business together. We work with you to discover your specific business goals and collaborate with you to find the right solution to fill any business need.

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## MORE INFORMATION

Contact your Services Account Director to outline requirements, discuss your options and select the most appropriate education services for your customers based on their business needs.

- > Visit our Website [ecsedu.arrow.com/na](https://ecsedu.arrow.com/na)
- > Call toll-free **877 558 6677**
- > Email us [arrow\\_learning@arrow.com](mailto:arrow_learning@arrow.com)

# Are You Five Years Out?

Most people live in the present. The world of now. But a handful of us work in a unique world that doesn't quite exist yet—the world of Five Years Out.

Five Years Out is the tangible future. And the people who live and work there know that new technologies, new materials, new ideas and new electronics will make life not only different, but better. Not just cheaper, but smarter. Not just easier, but more inspired.

Five Years Out is an exciting place to be. So exciting that, once you've been there, it's hard to get excited about the present. Because we know what's coming is going to be so much better.

Five Years Out is a community of builders, designers, engineers and imaginers who navigate the path between possibility and practicality. Creating the future of everything from cars to coffeemakers.

Are you one of them? Then you're probably working with us.



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