



Business
Intelligence

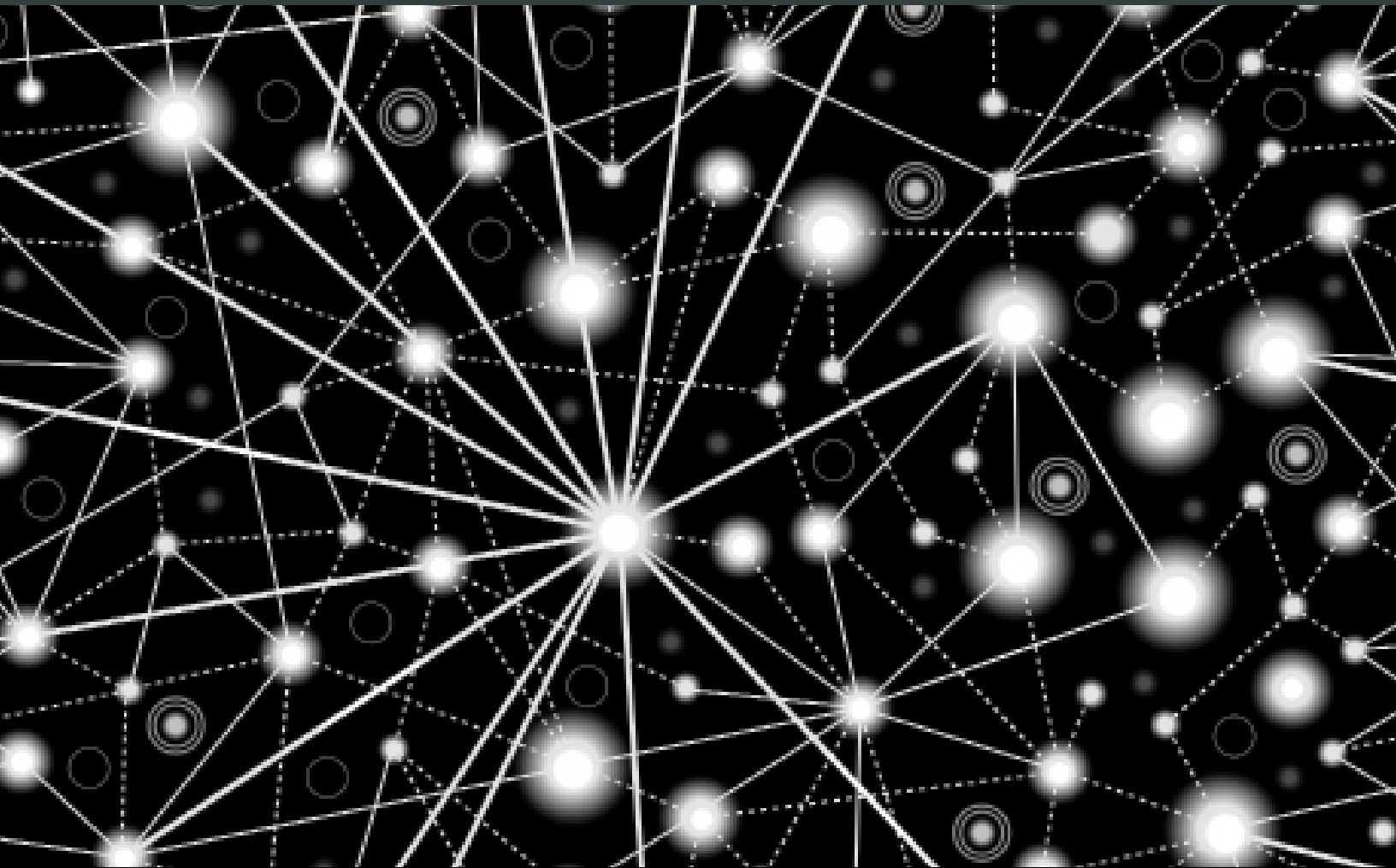
Data
Center

Cloud

Mobility

Enterprise Computing Solutions – North America

Learning Solutions
IBM Training





IBM Training

At Arrow, we think Five Years Out.

If you are an end user or IT solutions provider, you can turn to us with confidence for expert, award-winning training with IBM hardware and software. You'll learn the skills to realize your full potential, both now and in the future.

As a recognized leader for IT training services in North America, we enable end users to achieve the maximum return on their training investment, while IT solutions providers can accomplish the certification they need to offer the value of IBM.

You can experience our comprehensive training curriculum either onsite, online or at one of seven Education Centers across the US and Canada. Choose to join us at Five Years Out.

Authorized.
Available.
Expert.

Maximize the return on your IBM investment

At Arrow, we're dedicated to helping end user organizations and IT solution providers develop their technical proficiency around IBM hardware and software.

With our support, end user organizations gain maximum return on their investment in advanced IBM technology, while IT solution providers achieve the necessary accreditation to deliver exceptional IBM-based solutions.

An unrivalled track record in IBM training

Arrow has been an authorized provider of IBM training for over ten years. We have trained thousands of professionals every year on IBM certified solutions.

We've invested in every aspect of our education services to help your business acquire essential skills in today's rapidly changing technology landscape. This commitment to excellence has been recognized in our status as a Global Training Partner for IBM and by many other industry accolades and awards.

No other training provider can begin to match our experience, people, facilities, equipment and training curriculum.

"We believe that a well-educated and well-skilled customer is the most significant factor in the optimization of new technology. Everyday our team strives to bring top quality and innovative education to the marketplace in order to help close the gap between IT strategy and IT results."

– Scott Kingsley, Arrow Learning Solutions Practice Director,
Arrow ECS Education Services

Training options to match your budget and objectives

We're able to offer a choice of how your teams experience instructor-led training: in the classroom or through live online sessions. This means we can customize a training program to make the most of the budget and time available to meet your objectives.

However you access training—in person or online—you'll benefit from the professionalism and experience of our instructors. When not engaged in training, they often work in the field on a consultancy basis, applying, reinforcing and extending their IBM expertise. This real-world experience adds an extra dimension to learning that is not widely available.

For up-to-date course dates, prices and locations, please visit ecsedu.arrow.com/ibm/us

Public scheduled courses

We regularly schedule IBM hardware and software courses at Arrow's seven state-of-the-art training centers in Alpharetta GA, Denver CO, Eden Prairie MN, Irvine CA, Mississauga ONT, Newport Beach CA, Phoenix AZ and at 35 certified Learning Solutions Training Partner delivery locations across North America.

These facilities are fully equipped to provide the perfect learning environment. Delegates can concentrate on acquiring and practicing new skills, learning on our infrastructure away from the pressures of work.

We make the experience of attending a training center as congenial as possible, with complimentary catering facilities, breakout areas and opportunities to network with other delegates.


Our current schedule covers all the following and more:

Training for Software

- > Business Analytics
- > Commerce
- > Connectivity/Integration
- > Enterprise Content Management
- > Information Management
- > Lotus
- > Rational Software
- > Tivoli and Service Management
- > WebSphere

Training for Hardware

- > IBM System i
- > IBM System p, AIX and UNIX
- > IBM System Storage
- > IBM System x
- > IBM System z Mainframe



Dedicated onsite courses – train your teams together on your systems

We have the flexibility to offer onsite training where our professional trainers run the course on your premises.

This enables employees to train with their colleagues and avoids incurring multiple travel and accommodation costs. The training will be tailored to your individual business and infrastructure needs.

Guaranteed to Run courses – the benefits of an onsite course, delivered on our premises

Where you need training tailored to your business and infrastructure but prefer not to have your teams learning on live business systems, a guaranteed to run course at one of our centers is the ideal solution.

Your employees will learn on our infrastructure and facilities, away from the demands and distractions of day-to-day business during the course. It's an option worth considering whenever you have four or more people requiring the same training.

Live online training – interactive training led by an instructor

Through a virtual classroom, you can access live online learning from our expert instructors. With a packed schedule of topics, this flexible approach to learning creates an interactive experience, with students being able to complete labs and ask questions of the instructor.

There are obvious time and cost-saving benefits in not having to leave the workplace. In addition, some professionals prefer learning online as this creates a private forum in which to submit questions and check their understanding.

“The instructor was extremely knowledgeable and it was very evident that he was a hands-on tech and not just a book smart teacher. He brought his passion to class and made it the best possible online training experience ever”

– Jeff Abbt, Van Can Company.

Managing and Optimizing Your Training

At Arrow, we understand your business imperatives and appreciate that any time and budget spent on training must bring measurable benefit. Our training expertise extends beyond the classroom, with a consultative approach to helping you gain the best possible return on your training budget.

Managed training solutions – a complete end-to-end service

Making ad hoc course bookings to different training providers generates a high administration overhead and means you miss out on volume-based discounts. Having a single source for training through Arrow saves your time, makes the most of your budget and brings greater management control.

Our managed training solutions cover IBM, other vendors and even non-IT skills. We'll source the right instructors at the right price and customise a training curriculum to meet your objectives.

Maximize your training budget – learn more and spend less

The Arrow Training Unit helps your organization simplify the purchase and management of your technical IT training and can generate large savings on the cost of public, dedicated private and online courses.

Having a Training Unit helps you to ring-fence your annual training budget over a twelve-month period. It can be used for all IBM public, dedicated private and online training courses, as well as most of the Arrow training portfolio. A single account can be used to train any employee across your organization.

“The instructor was extremely experienced and very detailed. My goal in attending this course was to receive guidance on completing a particular project and she was of enormous help with the design aspects of this.”

– Standard Bank

“There are two aspects of training delegates that I consider an especially satisfying part of the job: sharing the practical skills I’ve gained from working as a consultant on projects and seeing a delegate who has initially struggled with a concept handle it confidently by the end of the course.”

– Gary Milner, Lead Consultant - IBM Services

The team to call for IBM training

Growing dependence on sophisticated technology means professional training has never been more critical to the success and sustainability of your business.

Our training team can advise you on the most appropriate way to keep your teams’ skills and knowledge up to date. They can guide you through the curriculum, prepare an appropriate training path, provide guidance on prerequisite training, send out joining instructions and advise on accommodation.

Specialist vendor combination workshops, guaranteed to run courses and onsite training can also be tailored to individual requirements. All that’s needed is some basic information on your requirements—then you can leave the rest to us.

Why Arrow?

- > Recognized leader for specialist IT training services in North America and Globally
- > Knowledgeable with over ten years as an IBM Authorized Training Provider
- > Accessible training facilities at 42 locations across the USA and Canada
- > Recognized comprehensive portfolio of scheduled and dedicated and online courses training tens of thousands of students a year, of whom over 10,000 are trained on IBM
- > Global Training Partner for IBM
- > Sustained dedication to quality recognized by industry awards and vendor accolades
- > Accredited training provider by the Institute of IT Training consecutively for over a decade

Join in the conversation!

Our knowledgeable representatives are ready to help.
Call **888 305 1251** or email
arrow-learning-sales@arrow.com.

You can also find out more and book a course directly on our website at:
ecsedu.arrow.com/ibm/us

We also post regular training news and promotions on Twitter **@Arrow_Learn_USA.**

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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Sign up for a free account and get custom pricing, terms and innovative tools at
ecs.arrow.com/myarrow
