

# Technical Training Service

Accelerate User Adoption of Newly Implemented Software



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Adeptec offers technical training services to help organizations increase ROI for new or existing SolarWinds® software.

Most organizations deploy new technology to meet the demand for improved efficiency and productivity. However, the success of any implementation depends a great deal on strong user adoption.

We recognize that the potential of any product is fully exploited only through strong user adoption. And we work with organizations to employ proven strategies that will increase user adoption.

## What measures do we employ to increase user adoption?

### Needs Assessment



We conduct an assessment to ensure the proposed training meets or exceeds the requirements of the organization.

### User Experience



We analyze customer interaction for insights about product usage, integration, and limitations of the product.

### Product Training



We help users identify the features and benefits of adopted technology with use cases for increased digital adoption.

### Technical Assistance



We assist users with the technical implementation from planning and deployment to upgrades and migrations.

### Extended Support



We provide 7 days of post-training support so users can get answers to questions about the product or service.

### Periodical Follow-Up



We follow up with your team to determine how we may continually improve the technology and process.

## What are some of the benefits of training with Adeptec?



### Certified Trainers

Our SolarWinds certified trainers have an average of between 7 and 10 years' experience and teach hundreds of classes each year in subject areas related to IT management.



### Reduced Travel Expenses

We provide instructor-led classes online in our virtual classroom, so you have the benefits of SolarWinds training without the hassle and expense of travel.



### Increased User Adoption

We work with your organization to identify your needs and objectives. And we employ proven strategies with a focus on increasing user adoption of newly implemented software.



### Flexible Training

Our ability to deliver flexible and effective SolarWinds training makes us a key strategic partner in managing change. We provide a full range of training solutions, from standard courses to customized training, tailored to meet specific needs.

## About

Adeptec is a global IT service company delivering innovative solutions that improve the way organizations manage IT. We specialize in SolarWinds IT operations management software consulting, development, product training, and support.

Each day, we leverage our extensive industry expertise to counsel our clients to make informed decisions and to solve their most complex and difficult technical problems.

Headquartered in Seattle, Washington, we serve clients worldwide in the Americas, Europe, Africa, and the Middle East. Adeptec consultants operate across 14 sectors and in 70 countries with clients that include Fortune 500 companies, government, and private organizations.

## More Information

For additional information, please contact Adeptec at 844.534.0324 or e-mail [sales@adeptec.com](mailto:sales@adeptec.com).

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