

PROFESSIONAL SERVICES



Symtrax Training Catalogue

Symtrax offers a set of adapted courses in order to help users and the « IT » team to better understand the possibilities and to take full advantage of the Symtrax software potency.

Author: Symtrax
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-  **Business Intelligence**
-  **Output Management**
-  **Consulting Services**

Consultancy Services

Optimize your investment with Symtrax services. Symtrax professional services bring the needed expertise to install, implement, use and manage Symtrax solutions. Thanks to their experience, Symtrax services offer a complete training set to answer your different needs in terms of competencies. This offer fits all professions and takes into account your teams' knowledge levels.

Why a Training?

A Training course is a decisive factor in the success of an application's implementation. This allows companies to get a better software use coefficient thus becoming a tremendous performance accelerator. That is why Symtrax offers to get the most out of your investment by training your teams to Symtrax solutions. Training courses are not mandatory but highly recommended for two reasons:

- A training course provides **administrators** a quick, reliable and secure implementation.
- A training course provides **users** complete autonomy, with an appropriate more easily client interface functionalities.

To promote a progressive knowledge acquisition, Symtrax training courses are structured on 2 levels:

- **Handling:** This training course is specifically destined to new users. This is the first introduction to Symtrax software, the attendee familiarizes quickly with the software through theoretic data based on real situations and exercises adapted to their professional environment.
- **Improvement:** This training course is made for experimented users, which is based on real client data.

List of Symtrax trainings

Compleo Suite		
CS01	Compleo Suite 4 – New functionalities	2 days
CS02	Compleo Suite – Handling of Compleo MapForm module	2 days
CS03	Compleo Suite – Handling of Compleo for XML module	2 days
CS04	Compleo Suite – Handling Compleo Explorer module	2 days
CS05	Compleo Suite – Handling Compleo Layout module	1 day
CS06	Compleo Suite – Handling Compleo Supervisor module	1 day
CS07	Compleo Suite – Improvement on one module of the Suite, advanced level	1 day
CS08	Compleo Archivor – Handling, Installation, Administration & implementation	2 days
CS09	Compleo Suite – Implementation in SAP environment	3 days

StarQuery Suite		
SQ01	StarQuery Suite 3 – New functionalities	1 day
SQ02	StarQuery Suite – Handling & Learning of the software suite	2 days
SQ03	Microsoft Excel™ for StarQuery – Handling, beginner level	1 day
SQ04	StarQuery MapDesigner – Map files Administration	1 day
SQ05	StarQuery For Excel or Calc – Handling, beginner level	1 day
SQ06	StarQuery For Excel or Calc – Improvement, advanced level	1 day
SQ07	StarQuery Scheduler – Handling, Administration & Scheduling	1 day
SQ08	StarQuery for the Web – Implementation of a decisional Web platform	2 days

We can also help you estimate your needs in terms of training and customize our training courses in order to answer to your specific needs.

Onsite Training

Symtrax offers all its trainings onsite, in your premises. A minimum of 15 days delay and a maximum of 6 attendees per session are required. When a Symtrax consultant goes onsite, it is common for Symtrax to customize the training course, adapting the content and the course aid to the client's environment.

Hardware and software Installations

- Allow at least one PC for two attendees for a comfort monitoring.
- Install the later software version on the PCs.
- If you possess one, a video projector is recommended as of 2 attendees.

Hours

- The duration of one day of training is 7 hours.
- The hours can be adapted according to your request and the trainer arrival.

Live Web training

The attendees are trained on line via the GoToMeeting™ platform and get explanations on how to use the software, directly from the comfort of their own desk. A limited set of courses is available for live web trainings. This approach is perfectly suitable for companies whose users are in different places.

Why train via Internet for a professional training frame?

- Optimization of the learning time: no travel, no waiting, you are immediately operational.
- Training available via Internet: wherever you are, perfect if the attendees are dispersed on several sites.
- Accompaniment by an e-trainer: at your pace, according to your schedule.

Customize your training

The attendees will learn to use Symtrax software by visualizing and using their own professional data. This improves their learning and allows them to better understand how the Symtrax software can help them on a daily basis.

Symtrax training unit cost

Onsite training

- Daily tariff: 1290 € HT / session (excluding travelling expenses & overnight stay)
- So a global daily cost for 6 attendees: 215 € HT/ attendee

Online training or in our premises

- Daily tariff: 990 € HT / session (excluding travelling expenses & overnight stay)
- So a global daily cost for 6 attendees: 165 € HT / attendee

Special conditions

- Discount applied from 2 consecutive days: 200€ HT
- Discount applied beyond 2 consecutive days: to be defined

Travelling expenses & night

- Package: 1st day: 490 € HT (if journey >3h, 290 € else), next day: 190 € HT
- or : actual costs

In case of cancellation

Symtrax does its best to respect the current schedule, but in the event of circumstances beyond its control needing to postpone a training course, Symtrax will not be held responsible for any penalties related to transport costs that could occur due to a cancellation or a date change. However, the date change notice, or cancellation, is made if possible seven days before the training date.

In the case where the client asks a cancellation or a postponement to a later date:

- If the company decides to cancel the training, cancellations made 15 working days or more before the first training date will not be charged.
- If the training course is cancelled within the 15 working days period before the first training date, cancellation fees will be charged (maximum 50% of the session price, except in the case where the training is postponed to a later date).
- In the case of a training session cancelled without notice, the whole session(s) will be charged.

Complementary information

SYMTRAX is an approved training organization, so the offered trainings are eligible to companies' training budgets and are chargeable to the funds destined to legal training obligations, so you can choose to:

- Pay the training without reimbursement.
- Pay the training directly and be refunded by your Mutual Agency Association (case built by your company).
- Charge directly your Mutual Agency Association for the training.

The trainings can be carried out on site, through the Web and in our premises.

How to ensure a quick and efficient implementation of your publishing management solution?



Situation

You are interested in a training course on Compleo Suite software.

Objective

The success of a Management Output project goes by the ability of employees to appropriate quickly the new tools and to integrate them in their professional environment. To take complete advantage of Compleo Suite tool in your environment and thus optimize your printing system and/or ERP outputs, we offer you to carry on a transfer skills action.

CS01 - Title: Compleo Suite, new functionalities

Objective:

This training will allow software users to discover the new features of the software for a daily usage.

Public:

AS400 Administrator, Project Managers, IT member's team.

Pre-requisite:

Mandatory: To have followed a training course on Compleo 3.

Recommended: Knowledge of your ERP application and/or AS400 (if needed), spools management.

Duration: 2 days.

CS02 - Title: Handling of Compleo MapForm module

Objective:

This training will allow software users mastering the essential features of the software for a daily use. It will allow bringing both the fundamentals and the best practices to ensure an effective work on their spools (identification of the output files needed, output files "design" ...).

Public:

AS400 Administrator, ERP Project Managers, IT member's team.

Pre-requisite:

Recommended: Knowledge of the ERP application and/or AS400 (if needed), spools management.

Duration: 2 days.

How to ensure a quick and efficient implementation of your publishing management solution?



CS03 - Title: Handling of Compleo for XML module

Objective:

This training is for all users working on data from spools or output printing files from ERP and who would like to convert them to XML documents or Web publishing.

Public:

AS400 Administrator, Project Managers, IT member's team.

Pre-requisite:

Mandatory: Knowledge of XML.

Recommended: Knowledge of a programming language is a plus, spools management, Knowledge of AS/400 (if needed).

Duration: 2 days.

CS04 - Title: Handling of Compleo Explorer module

Objective:

This course allows acquiring the knowledge needed to exploit data from spools or printing files to any PC application (MS Excel™, Word™, Access™, HTML...). It will allow bringing both the fundamentals and the best practices to reformat spools and printing files.

Public:

AS400 Administrator, ERP Project Managers, IT member's team, operational users (especially account members' service).

Pre-requisite:

Mandatory: Knowledge of your ERP application and/or AS400 (if needed), spools management.

Recommended: MS Windows® Environment and MS Office™.

Duration: 2 days.

CS05 - Title: Handling of Compleo Layout module

Objective:

This training allows users mastering the essential features of the software for a current use. It will allow bringing both the fundamentals and the best practices to ensure an effective work on spools (output documents design, identification of information to add...).

Public:

AS400 Administrator, Project Managers, IT member's team.

Pre-requisite:

Recommended: Knowledge of one programming language is a plus, spools management, Knowledge of AS/400 (if needed).

Duration: 2 days.

How to ensure a quick and efficient implementation of your publishing management solution?



CS06 - Title: Handling of Compleo Supervisor module

Objective:

This course allows acquiring the knowledge needed to automate processes created in Compleo Suite. It gives both the fundamentals and the best practices to perform the control and the security of the processes thanks to a complete automation.

Public:

AS400 Administrator, Project Managers, IT member's team.

Pre-requisite:

Mandatory: Knowledge of your ERP application and/or AS400 (if needed), spools management.

Recommended: Knowledge of the networks and servers in MS Windows® environment.

Duration: 1 day.

CS07 - Title: Improvement on one module of Compleo Suite 4

Objective:

This course enables to familiarize with the advanced options of the Compleo Suite solution module concerned. It allows passing on the tricks to reformat your spools and complex printing files.

Public:

AS400 Administrator, ERP Project Managers, IT member's team, experts operational users (especially account members' service) who would like to acquire an advanced knowledge of the software.

Pre-requisite:

Mandatory: Have followed a basic training on the module concerned.

Recommended: MS Windows® environment and MS Office™.

Duration: 2 days.

How to ensure a quick and efficient implementation of your publishing management solution?



CS08 - Title: Handling of Compleo Archivor module

Objective:

The objective of this course is to acquire the basis needed to archive your documents from spools or printing files. It will allow bringing both the fundamentals and the best practices to archive automatically your documents and so to have easy access to these documents via a Web browser.

Public:

AS400 Administrator, Project Managers, IT member's team.

Pre-requisite:

Mandatory: Have followed a training on Compleo Suite.

Recommended: General knowledge of the networks and servers in MS Windows® environment.

Duration: 3 days.

CS09 - Title: Installation & Implementation in SAP ERP environment

Objective:

This course allows acquiring the knowledge needed to implement and manage the software on a SAP environment.

Public:

SAP Consultant, SAP System Administrator, SAP Project Managers, IT member's team.

Pre-requisite:

Recommended: Knowledge of a SAP ERP application and especially spools.

Duration: 3 days.

How to insure a quick and efficient implementation of your Reporting Solution?



Situation

You are interested in a training course on StarQuery Suite.

Objective

The success of a Reporting project goes by the ability of employees to appropriate quickly the new tools and to integrate them in their professional environment, that is why Symtrax offers you to carry out a transfer skills action.

SQ01 - Title: New functionalities of StarQuery Suite 3

Objective:

This course aims to present the evolutions and new functionalities of the version 3.x of the software.

Public:

Consultants, Project Managers, IT member's team, expert operational users who would like to complete the knowledge of the software to take all advantage of the new features.

Pre-requisite:

Mandatory: Have followed a training on the modules For Excel and MapDesigner.

Recommended: Be familiar with MS Windows® environment.

Duration: 1 day.

SQ02 - Title: Handling of StarQuery Suite 3 Suite

Objective:

This course is specially made for new users. This is the first introduction to Starquery Suite 3 and it gives both the fundamentals and the best practices to create professional cartographies of your operational data and build your queries in your MS Excel™ or Calc spreadsheet.

Public:

Consultants, Project Managers, IT member's team, operational users.

Pre-requisite:

Recommended: General knowledge in office automation and be familiar with MS Windows® environment. Experience in a similar product.

Duration: 2 days.

How to insure a quick and efficient implementation of your Reporting Solution?



SQ03 - Title: Microsoft Excel ® training for StarQuery 3 for Excel

Objective:

This course enables to familiarize with Microsoft Excel™ spreadsheet and so obtaining a base of common knowledge for all operational users of Starquery.

Public:

Consultants, Project Managers, IT member's team, expert operational users who would like to acquire an advanced knowledge of the software.

Pre-requisite:

Recommended: General knowledge in office automation.

Duration: 1 day.

SQ04 - Title: Handling of StarQuery 3 MapDesigner module

Objective:

The objective of this course is to acquire the basis needed to build professional cartographies (dimensions, measures, hierarchies...) of data from your Info centre, production databases or your ERP application. It gives both the fundamentals and the best practices to create, validate and optimize your "maps".

Public:

Consultants, Project Managers, IT member's team in charge of the setup and distribution of the Maps in the organization, and technical administrators.

Pre-requisite:

Mandatory: Good knowledge of your ERP database.

Duration: 1 day.

SQ05 - Title: Handling of StarQuery 3 For Excel or Calc module

Objective:

This course allows learning to create simple or complex queries, using StarQuery For Excel or Calc module, and to display then in your Microsoft Excel® or Calc spreadsheet. It gives both the fundamentals and best practices to create directly quality Reporting.

Public:

Consultants, Project Managers, IT member's team, novice operational users who need to create their own reports (without special IT knowledge).

Pre-requisite:

Recommended: Knowledge of the basis functionalities of you Microsoft Excel® or Calc spreadsheet.

Duration: 1 day.

How to insure a quick and efficient implementation of your Reporting Solution?



SQ06 - Title: Improvement of StarQuery 3 For Excel or Calc module

Objective:

This course allows familiarizing with the advanced options of StarQuery For Excel or Calc module for complex query creation, and the display in your Microsoft Excel® or Calc spreadsheet. It gives both the fundamentals and best practices to directly create quality Reporting.

Public:

Consultants, Project Managers, IT member's team, expert operational users who would like to acquire an advanced knowledge of the software.

Pre-requisite:

Mandatory: Already have followed a training on this module.

Recommended: A minimum of knowledge of your Microsoft Excel® or Calc spreadsheet functionalities.

Duration: 1 day.

SQ07 - Title: Handling of StarQuery 3 Scheduler module

Objective:

This course allows acquiring the knowledge needed for administration, publishing of the reports, and the good command of schedule functions.

Public:

IT member's team in charge of the distribution of the reports in the organization.

Pre-requisite:

Mandatory: Already have followed a training on MapDesigner and For Excel modules.

Recommended: Good knowledge of your database.

Duration: 1 day.

SQ08 - Title: Implementation of a decisional Web platform

Objective:

This course's objective is to familiarize with management and query formatting for Web format advanced options.

Public:

Consultants, Project Managers, IT member's team.

Pre-requisite:

Mandatory: Already have followed a training on MapDesigner and For Excel modules.

Recommended: General knowledge of networks and servers.

Duration: 2 days.

Training request form

Request date: _____

Society/Entity: _____

Applicant name: _____

City: _____

Country: _____

Training dates desired on 2010/2011:

- September
 October
 November
 December
 January
 February
 March
 April
 May
 June
 July
 August

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SQ08	StarQuery for the Web – Implementation of a decisional Web platform	2 days	

Describe your needs by checking the appropriate case(s).

Document to return by email or by fax to +33 (0)4 66 04 54 11