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Business Systems Group Training Services

BSG's Training Services provide a portfolio of courses designed to meet your learning needs. These include a full technical curriculum, desktop applications, development work, project management and soft skills courses. BSG will also help your staff gain the IT qualifications they require. Courses are available through a variety of media: instructor led, task based modular, e-learning, virtual classroom, workshops and at-desk training.



The Service

BSG can work with you to identify skills gaps and profile the competencies required for specific jobs and processes, providing learning solution planning, delivery and management, with a full administration capability.

BSG is able to offer a wide range of training using fully accredited trainers. All training consultants are qualified instructors which ensures that all training is delivered by people with recent and relevant experience of the products in the field. BSG can deliver standard vendor approved courses, or can design and deliver courses that are created specifically for your staff and built around your own mix of technologies. BSG recognises that our approach allows you to receive single source training on all the relevant elements of your environment without having to attend multiple courses.

Bespoke Solutions

- To ensure that the training you receive targets your needs the BSG learning consultants will customise any course to suit your exact requirements.
- BSG develop training courses for your in house applications, and deliver training for applications developed by BSG Solutions

BSG delivers accredited training courses for the following major vendors and development platforms:

- Check Point
- Cisco
- Citrix
- CompTIA
- Crystal
- IBM
- ITIL®
- Java
- JBoss
- Juniper/NetScreen
- Linux
- Lotus
- Microsoft
- Nortel
- Novell

How do BSG deliver your training?

BSG provides you with choice on how and where your staff are trained:

Standard Classroom Training

This can take place at BSG House using our high spec suite of training rooms, or at your own training centre or offices, depending on what is most convenient to you.

Online Training

BSG Online Training is a unique computer skills training site. It combines the best parts of instructor led and computer based multimedia training. It is self-paced and self-directed so you are in control of your learning, and at all times you can call on the expert help of our facilitators for guidance and support. The benefits are:

- Reduced time/just in time training, allows users to learn skills just before they need them, at a time convenient to them.
- Reduced cost and increased access, the courses can be delivered wherever an employee is located.
- Measurement of the ROI on training, using our reporting engine which records course usage and assessment scores.
- Increased knowledge retention, the courses are organised into small "learning objects", that are presented using a variety of media, increasing retention.
- Online exams, ensure that your staff will be ready for the real thing at a fraction of the cost.
- Quality and independence, BSG is not tied to one content provider ensuring that you always get quality and value.

Visit BSG's Training Online Portal at

<http://www.course-source.net/sites/bsg/>

Virtual Classroom Training

By utilising an Internet based training environment, geographically disparate users are able to experience "live" training events, incorporating full data, video and voice interaction. This brings a number of benefits to the user and the employer:

- Short targeted sessions covering specific topics, problems or issues.
- Users all receive the same information wherever they are.
- Training takes place at the user's desk, so there is no travel required.

Sessions can be recorded for editing and playback afterwards.



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Managed Service

A Managed Training Service from BSG will save your organisation time, money and also ease your administrative burden. BSG can offer you a relationship managed learning service to help reduce time and costs by being your single point of contact for sourcing all your training needs.

BSG's managed training service reduces the time you spend dealing with multiple suppliers as well as cutting down on the number of purchase orders and invoices you have to deal with. BSG acts as your training department sourcing you the best value for money solutions for your training needs.

BSG's aim is to simplify how you source your training, but at the same time ensure you get value for money and quality of service.

BSG's resources allow it to work as a trusted external advisor or as your outsourced training manager. As well as delivering its own wide array of courses, BSG holds a large database of training companies, offering a variety of courses from management development to desktop courses, from customer service to IT certification.

Working with you, BSG will ensure that your organisation receives the training it needs.

Once BSG have understood your training needs your dedicated account manager will source your requirements, providing you with details of the courses and the suppliers which BSG recommend. You are in control every step of the way. You decide and BSG supply.

Your account manager is assigned to you at the outset of the relationship. Their job is to track progress, highlight issues and ensure training is delivered on time and budget. BSG will take care of all course bookings, joining instructions and invoicing.

You will receive reports on individual courses showing how much you have spent, in order that you can monitor ROI and see how much you're saved.

Projects

BSG Training can partner your organisation in migration and new technology roll outs. These initiatives can be problematic enough without having to factor in the time and effort to work out what training your staff will require. BSG Training has wide experience in scoping training needs for large-scale projects. BSG works in partnership with you, so that your users receive a consistent message and the skills they require to take full advantage of the new technology. BSG's Learning Consultant will help you identify the core skills required, design suitable training courses and advise on delivery methods.

Consultancy

BSG's Consultancy service identifies the IT skills your organisation requires to grow now and in the future. BSG works with you to ensure that the training is aligned as closely as possible to your work processes, then designs and delivers the appropriate IT training for your business in the most efficient and cost effective manner.

Whether you are embarking on a major infrastructure upgrade, the development of a small team or just want to find out where your best skills lie, BSG Training can help you to ascertain your training needs and develop the most appropriate solution.

Training Services

BSG's Integrated Training Services offers a broad range of IT training courses and learning resources. The scaleable service allows your staff to improve their IT skills at a time and place that suits their individual requirements and your financial considerations. BSG Training focuses on understanding your organisation's specific IT training needs and ensuring that the training service it provides is delivered in an effective and targeted manner that is appropriate to your organisation.

Floorwalking

Alongside the training solution, BSG offers Floorwalking and at-desk support. This involves the trainer visiting users at their desks, answering questions and proposing solutions for users' queries. This provides instant solutions to users' actual problems.

Venue Hire

Business Systems Group's purpose built IT training facilities, meeting rooms, café and 70 seater auditorium are available for hire. Our state of the art facilities and multimedia equipment can create the event and impression you are looking for.

Download the BSG Venue Hire brochure

http://www.bsg.co.uk/services/pdfs/education_venue_hire.pdf

Further information

For more information about BSG Training Services

call 020 7390 8571

email: training@bsg.co.uk

Next Steps

Contact BSG to arrange for one of our account managers to discuss the training options available to you and your organisation. We will talk you through any accreditation processes you may require and help you assess your team to provide a cost effective solution.

General Contact information

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