



Training and Documentation Services

Today, companies spend sizeable amounts of time, effort and budget designing or upgrading technology solutions. But good design alone is not enough to insure productive and efficient operations. Providing end users with the necessary skills and knowledge to effectively use a new system makes the difference between simply using a system and maximizing its full potential.

At MBH Solutions we offer customized, end user training and documentation services to fit your technology project's unique requirements. With our pre-configured course materials and highly skilled training consultants, MBH supplies the right skills at the right time to the right audience.

MBH has the experience to develop effective end user support programs on a wide variety of vendor software packages. Our training solutions offer custom courseware, extensive hands-on training, individualized participant attention and the use of adult learning techniques to ensure the highest level of knowledge transfer.

MBH's training and documentation services insure your users are proficient in using your business applications by providing:

- Custom designed courseware which incorporates your organization's unique policies and procedures
- Flexible delivery options designed to maximize your training budget
- Hands-on training exercises that simulate your company's work environment

Benefits

- Rapid course development as we use **preconfigured training templates** as a starting point
- Employees learn the skills needed to do their jobs quickly and more effectively by participating in **hands-on exercises**
- **Individual attention** is maximized as instructor led classes are kept small and manageable
- **Experienced** instructors are thoroughly trained in the applications and have logged numerous hours of training and courseware development.

MBH's experienced instructional designers, content experts and change management resources can assist you in designing an appropriate training and documentation solution.



CONSULTING
SERVICES



MBH's range of services include:

Analysis and Assessment

Beginning with a thorough assessment of your training and documentation needs will insure that your technology investment pays off. MBH can assist you by conducting a detailed analysis of the level of change occurring in your organization and developing a training plan designed to address:

- Audience Training Requirements
- Training Objectives
- Content Design
- Delivery and Scheduling
- Documentation Requirements

Development

MBH provides flexibility in developing courseware. Options range from using MBH's pre-configured courseware and exercises to complete course design and creation. Working as either part of your training team or stand-alone, MBH can develop the training materials and documentation your organization requires. MBH's experienced training consultants will incorporate your unique process and system requirements into the content of the training materials, and will develop exercises to enforce the lessons learned.

Delivery

Whether you choose instructor led training or computer-based training, MBH can support the delivery of your training program using experienced content experts. Our training consultants are available to provide training at a central location or at multiple sites. Whatever your requirements are, MBH offers flexible solutions that are designed to meet

your organizations unique training and documentation requirements.

Documentation

End-user documentation comes in many flavors - from desktop procedure manuals to online Help to Job Aids. Whatever your preference may be, MBH is equipped to assist you in designing and developing process and system documentation for your end-users. MBH's proven design and development approach will provide support to maximize the return on your technology investment.

Our Qualifications

Established in 1992, MBH is a leading provider of workforce management solutions and services. Providing flexible solutions to businesses of all sizes and levels of complexity, MBH's offerings include business and technology consulting, outsourcing transition services, system integration services and end-user training and documentation services.

MBH is a certified PeopleSoft Alliance Partner and a preferred ADP vendor. To find out more about how companies such as Siemens Medical Systems, DHL, San Mateo County Transit District, ResCare, Degussa, New York Community Bank, United Water and J.Jill have leveraged MBH's training and documentation services, contact us at (888) MBH-9911.



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