



Technology Adoption Services (TAS)

OPTIMIZE UTILIZATION & ROI OF YOUR VIDEO COLLABORATION SYSTEMS

Enable Your Collaboration Culture



Whitlock knows the importance of maximizing the value of your technology investments. Once a new technology is implemented, it is equally as important to ensure that these systems get put to use to improve efficiency, collaboration and ROI. Whitlock provides expansive Technology Adoption Services (TAS) to help each customer achieve a world-class end user experience and meet important business goals. We offer On-Demand Training Videos, Premium On-Site Training, User-Guides, and ongoing support options.

KEY BENEFITS

- ✔ Increase productivity & efficiency
- ✔ Increase collaboration for onsite and remote teams (employees, partners, customers)
- ✔ Improve morale and the employee experience – People want training!
- ✔ Improve recruiting with an innovative work environment & positive interview experience
- ✔ Reduce travel & expenses
- ✔ Improve the ROI on your technology solutions

On-Demand Training



- Level 1 or Level 2 technicians for in-room support and maintenance
- Video teleconferencing specialists that focus on bridge operations and infrastructure
- Site supervisors who oversee all onsite support and staff for a customer
- Service coordinators provide daily support to our deployed technician base
- Customize video tutorials by room type available online, in the cloud and on touch panels
- 12, 24 or 36 month subscriptions including usage metrics & reporting



Premium On-Site Training



- Dedicated Technology Adoption Specialist assigned to the account
- Evaluation of the customer’s business processes to assist in the development of effective training curriculums
- Comprehensive training by room type, environment or solution-specific training for collaboration tools like Microsoft Surface Hub
- Customized programs for end users, power users, executives or training the trainers
- Includes training guides and CSAT surveys for ongoing improvement

User-Guides & Operations Runbooks



- High-quality user documentation on system operations and best practices
- Technical troubleshooting procedures and checklists
- Advanced system control instructions

We have options to help you address every type of learning style.

Training Type	Visual	Aural	Print	Tactile	Interactive	Kinesthetic
On-Demand Training	X	X				
Premium Onsite Training	X	X	X	X	X	X
User Guides & Flip Books	X	X	X			

To view a sample of our online training, please go to www.tinyurl.com/whitlock1 or launch with the QR code.

Reach out to our team directly to learn more at TAS@whitlock.com

