

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

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

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

- Custom designed documentation that incorporates your organization's unique policies and procedures into our preconfigured templates
- Flexible delivery options to maximize your schedule and training budget
- Hands-on training exercises that simulate your company's work environment
- Thoroughly trained experienced instructors

RCM's experienced consultants are instructional designers, content and change management experts that can assist you in designing an appropriate documentation and training solution.

RCM training services include:

### Documentation

End-user documentation comes in many flavors – from process flows to desktop procedure manuals to online help to job aids. Whatever your preference, RCM can design and develop process and system documentation for your end-users.

### Analysis and Assessment

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

- Documentation and training requirements
- Objectives
- Content design
- Delivery and scheduling

### Development

RCM provides flexibility in developing documentation and courseware. Working as part of your team or stand-alone, RCM develops the documentation and training materials your organization requires. Our experienced consultants incorporate your unique process and system requirements into the content of the documentation and training materials and develop exercises to enforce the lessons learned.

### Delivery

Whether you choose instructor-led training or computer-based training, RCM supports the delivery of your training program. Our training consultants are available to provide training at a central location or at multiple sites. Whatever your requirements are, RCM offers flexible solutions designed to meet your organization's unique training and documentation needs.