

# ReadyTech for Customer Training Programs

ReadyTech Online Training Solutions  
Use Case Overview



## ReadyTech Training Highlights

- Teach new customers the ins and out of your product, including workflows and features.
- Eliminate money spent on travel and lodging – while reaching bigger student populations.
- Increase training inclusion rates and speed up time-to-ROI for new product purchases.
- Provide instructors with an interactive opportunity to engage students, and provide students with a convenient training method.

## Now that you've sold your product or software, your new customers need to be trained.

That's where ReadyTech comes in.

Companies use ReadyTech for customer training -- whether instructor-led or self-paced training -- because it has powered more than 150,000 online classes in every corner of the world and has been used by over 7,500 instructors.

ReadyTech's Online Training Solutions are fully integrated, allowing training departments to use them as a complete online training platform. By integrating the core elements of a training program, training departments can focus on instructor productivity, content

creation, customer proficiency, and exceeding P&L targets.

### Quicker time-to-value

The faster students learn how to use a product, the faster companies can experience ROI. ReadyTech's online training software speeds up this time-to-ROI, which accelerates customer success, improves customer satisfaction, and allows the rest of the organization to cross-sell additional products and services sooner.

### Lowers training costs

Virtual learning is 35 to 55% cheaper than in-person training. With virtual training, students can participate in courses from anywhere. This eliminates travel and hotel costs. Additionally, because more students can take part in the training at one time, training departments can reach bigger student populations.

### Increase training inclusion rates

Training inclusion rate is the number of training packages attached to a product or license sale. It measures how successful a training organization is in selling training packages to new customers.

For training departments that want to increase training inclusion rates, virtual training is another delivery method they can offer to customers. In some instances, customers may purchase a product -- but can't afford the training due to travel costs or not having access to in-person training

facilities. Online training solves both problems by removing travel costs and increasing a training department's delivery capacity.

### Teach best practices

Educating customers on how to use a product is critical. With virtual training, training departments can teach new customers the ins and out of your product, including workflows and features. Teaching best practices allows students to quickly build their expertise, ultimately increasing the usage and "stickiness" of a product.

### Integrate your products into your customer's processes

Online training helps training departments integrate their company's products into their customer's business and internal processes. This not only creates a strong integration between products and processes, but also improves customer retention and satisfaction.

### Convenient & interactive delivery

ReadyTech's virtual classroom provides instructors with an interactive opportunity to engage students. Tools give instructors complete control over student labs, including the ability to view and take control of students' desktops, screen sharing, creating breakout groups and setting up whiteboards. This allows students to feel as if they are engaged in an in-person training class. This allows students to feel as if they are engaged in an in-person training class.

**READYTECH**



*"The very first time I used the Student Oversight and Shadowing feature, I was really impressed with it. I could easily see who's been idle and for how long, students can tell me when they're done with assignments—that was quite a memorable experience."*



**Bert Peters**  
Customer Success Consultant

## Key Features and Benefits

### Student Oversight & Instructor Shadowing

ReadyTech's tools allow instructors to see exactly what students are working on and are able to seamlessly take over their remote desktops when assistance is needed.

### Virtual Classroom

Engaged students are better learners, so we developed virtual training tools—such as chat, demo mode, inactivity monitor, whiteboard, breakout room and screen sharing—to promote interactivity with and between students. These are valuable features for instructors who seek the best possible visibility, monitoring and control of students' systems.

### Localization

ReadyTech's training solutions are available in 14 languages such as Chinese, Dutch, English, French, German, Greek, Italian, Japanese, Korean, Polish, Portuguese, Russian, Spanish and Swedish. Through localization, your training department can offer classes internationally, dramatically increasing the size of your potential student market.

### Worldwide Performance

With data centers located in North America, EMEA and APAC, your online training classes will be powered by a stable and high-performance global infrastructure with 24/7/365 monitoring.

### 24/7/365 Customer Support

ReadyTech is known for our superior customer support team, which is available 24/7/365 with technical and non-technical answers and recommendations.

### Pay-as-you-go Pricing

ReadyTech's pricing philosophy is based on two ideas: pay-as-you-go and no commitments. Training departments only pay for the resources they actually use—which helps classrooms achieve 100% seat utilization rates. This pricing model also allows training departments to accommodate peak demand and avoid excess costs when training needs are low.

## Trusted By

Google

bmc

+ a b | e a u

FORCEPOINT  
POWERED BY Raytheon

software AG

BlackBerry

Information  
Builders

FICO™

sage

## About ReadyTech

ReadyTech provides sophisticated, yet easy to use training delivery solutions. Our 25 years in the training business has helped us design feature-rich solutions that global training organizations use to deliver great training.

USA: +1 (800) 707-1009 | EMEA: +31-(0)30-205-9951 | [get-info@readytech.com](mailto:get-info@readytech.com) | [@readytech](https://www.readytech.com) | [www.readytech.com](http://www.readytech.com)

Copyright © 2017 ReadyTech Corporation. All Rights Reserved.  
ReadyTech logos are registered trademarks of ReadyTech Corporation.

