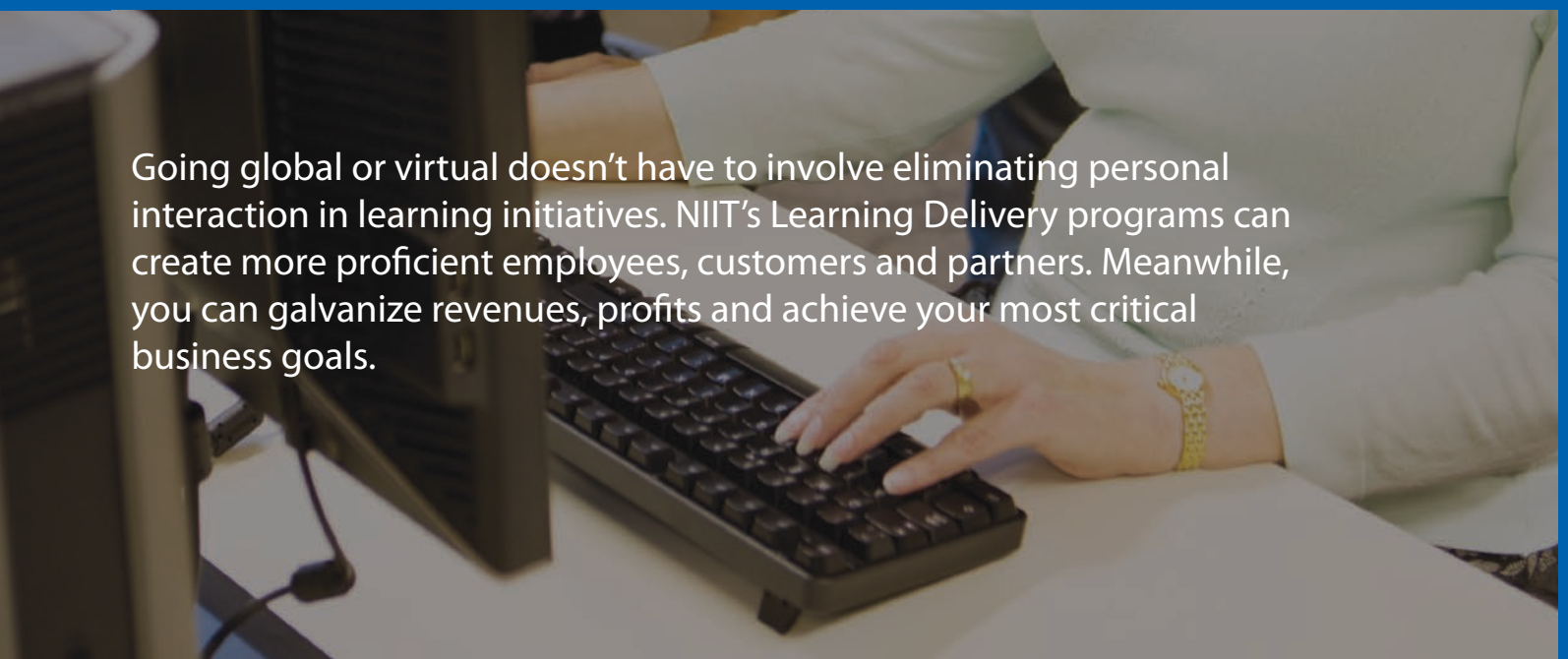# NIIT

Learning Delivery With A Human Touch

Going global or virtual doesn't have to involve eliminating personal interaction in learning initiatives. NIIT's Learning Delivery programs can create more proficient employees, customers and partners. Meanwhile, you can galvanize revenues, profits and achieve your most critical business goals.

Leadership in IT Education

Founded in 1981, NIIT is a pioneer in IT education and training. Through decades of extensive research and experience, we have developed innovative curricula, cutting-edge instructional methodologies and a unique blend of classroom and online learning.

Our comprehensive expertise allows us to design custom education and training programs for a wide range of functions in the high tech industry. Employees, Customers and Partners trained with NIIT's solutions and services make fewer errors, become proficient faster and develop a product intelligence that fosters true competitive advantages.

Ultimately, NIIT delivers education, training and technology solutions that culminate in a universal benefit: ***Business Impact.***

Our domain expertise includes:

- Storage
- ERP
- CAD/CAM/GIS

- N/W Management
- Security
- Business Intelligence

- Device & Hardware
- Application Servers
- Operating Systems

NIIT's custom content solutions help companies accelerate **Readiness, Enablement and Mass Adoption.**

A Global Partner to Sharpen Your Competitive Edge

In today's dynamic economic landscape, the path toward sustained growth and efficiency is more demanding than ever. Products and solutions are becoming increasingly complex, skilled resources are scarce, and in-house strategies that carry high fixed costs are no longer feasible. As leading technology companies attempt to train their customers and partners, all of these external forces and many others pose significant challenges.

> • How can you ensure that your customers and partners are as competent as possible with your products?
>
> • How can you impart effective learning delivery without incurring prohibitive costs?
>
> • How can you source knowledgeable experts to satisfy global training demands?

The answer to these difficult questions, however, is quite simple: partner with a company that has successfully delivered learning and training programs across the globe for several decades. **Partner with NIIT.**

NIIT provides the following Learning Delivery solutions for Employee, Customer, or Partner education.

- Classroom Based Instructor Led Learning Delivery
- Virtual Instructor Led Learning Delivery
- Learner Support Services
- Evaluation and Certification Services

NIIT enhances learning effectiveness, which leads to higher levels of retention, improved customer proficiency, increased customer loyalty, and lower customer support costs. In addition, our solutions and services will accelerate your time-to-market and reduce the effort and cycle time required to provide customer as well as post-training support.

Case Study Abstract:

ca (NYSE: CA) is one of the world's largest IT management software providers with 150 offices and more than 5,300 developers in 45 countries. CA approached NIIT with two primary objectives: the development of a sound training delivery model to support expansion and a 15% reduction in overall training delivery costs.

Utilizing its vast size and scale and in-depth training experience, NIIT developed a variable cost training model for CA. The innovative program enabled CA to reduce fixed expenses while maintaining training deployments across a multitude of product lines and geographies.

Critical to the program's successful execution, NIIT developed a dedicated competence center and trainer pool for CA. With these resources, CA acquired the flexibility to conduct trainings across the globe with limited notice windows and at substantially lower costs. NIIT also helped CA combine both in-house staff as well as NIIT professionals to optimize training coverage and cost benefits throughout the organization.

Learn More about CMA.
Download the white
paper at http://www.niit.
com/enterprises/cma

High Performance Learning Delivery:
High Touch Interaction Without High Costs

Learning initiatives today suffer from the absence of the human touch. This is especially true for e-learning, where initiatives falter by eliminating the human element and converting everything to electronic formats. Without true human interaction, the intended cost benefits of technology are undone in the ineffectiveness of the programs, resistance from users, and the lack of mass adoption.

Our learning delivery services address the critical problem areas with Classroom Based Instructor Led and Virtual Instructor Led Learning Delivery Services. Through an innovative combination of personal interaction and advanced technology, we ensure a smooth, successful, and cost effective learning engagement.

Our Methodology: Model Centered Learning Architecture

Our Model Centered Learning Architecture (MCLA) professionals administer training that imparts true Knowledge Transfer that is easily accepted by learners.

- The Expert Model: The expert demonstrates techniques for problem solving and exemplifies the use of best practices in a live environment; the learner absorbs the information in a comfortable setting.

- Business/Industry Case Studies: Case studies drawn from the industry serve as a context to inform learners and familiarize them with typical organizational functions. This approach also enables learners to apply knowledge in different business domains.

- Guided Practice: Learners solve problems of standard to high complexity based on the knowledge they have acquired. They record the solutions in the skill base provided, thereby creating a dynamic guide.

- Guided Exploration: Learners develop skills via technical exploration and subsequently assimilate the new learning to remain up-to-date and self-reliant.

- Independent Study: Without involved instructor guidance, learners implement and verify solutions to practice problems and thus build independent problems solving abilities.

Schedule a consultation with an NIIT professional. Call 770-290-6000 or write to els.info@niit.com

Learning Delivery

Use the COC to build trainer competencies, create a truly global resource pool and ensure that trainers remain current in their technical knowledge. Download our brochure to learn more about NIITs Training Delivery Services http://www.niit.enterprise.com/learningdelivery

Virtual Labs vLab®

Protect your servers and your business from risk with our versatile, cost effective, and easy-to-implement vLabs solution.

- Access labs with only an Internet connection and web browser
- Support self study and classroom session learning models for different training needs
- Train with high fidelity labs and real IT gear, with support for a dedicated environment
- Localized language content for a global population
- Implement shadowing capabilities for vLab classroom sessions
- Control content management workflow via robust content and image authoring tools

We deliver 24x7 virtual access to more than 1,000 virtual labs. These learning environments can mitigate expense risk while providing real world networking experiences, certification preparation, and custom application training to your entire eco-system. NIIT deploys this strategy on global scale, without requiring your business to purchase or maintain expensive equipment. vLab products include :

- CISCO® BASED vLabs

- MICROSOFT® BASED vLabs

- OTHER CLIENT-SERVER-BASED vLabs: Train for most CompTIA®, Linux, programming, and security certifications.

Achieve Real Benefits Through a Virtual Strategy

For true knowledge transfer, there is no substitute for practical application and physical access to production level equipment. Such investments in infrastructure, however, can be dauntingly expensive.

To solve this dilemma, NIIT quickly deploys innovative combinations of learning technology in brilliant virtual environments. The results are accurate training, reliable educational surroundings, and efficient learning delivery – all at an affordable cost structure.

LEARNER SUPPORT SERVICES

Learner Support Services allow for asynchronous and synchronous communication through a variety of tools and communication channels. These services facilitate course completion and promote higher levels of learning. Our certified trainers are equipped to offer the following services:

- Mentoring
- Question Resolution
- Assignment Evaluation
- Facilitating Peer to Peer Collaboration

EVALUATION AND CERTIFICATION SERVICES

NIIT's Evaluation and Certification Services provide a complete range of offerings from strategy and design to implementation and administration.
NIIT has produced instructional strategies that effectively guide the development of assessment question authoring. NIIT's approach to assessment development is based on providing items that are simple, succinct, standardized, and focused on the learning objective of the learner. Evaluation and certification services include:

- Evaluation and Certification Strategy
- Design & Blue Printing
- Item Authoring
- Evaluation and Certification Engine
- Hosting
- Delivery
- Reporting and Psychometric Analysis
- Scheduling, Administration, Helpdesk, Proctoring, Tech Support

Ask us about our AICC and SCORM compliant assessment platform to host assessment solutions.
Contact us at 770-290-6000 or write to us at els.info@niit.com

Accelerating Impact Around the Globe

A key component of NIIT's best-of-breed learning delivery services is expansive global reach. Our systems and processes not only help you scale and prepare for

Hub and Spoke System: Trainer Deployment

As your products move into international markets, so does your need for learning delivery. Utilizing NIIT's hub and spoke certified trainer deployment system, your organization can scale learning delivery requirements on demand, on budget, and on time. NIIT delivers learning in more than 40 countries and utilizes more than 1300 certified trainers.

Development of Competence of Center (CoC)

NIIT will establish a dedicated Center of Competence for your learning and training programs. Complete with state-of-the-art technology and access to NIIT's vast resources, the Center of Competence will function as the epicenter for customer and partner training and the deployment of new, innovative training products.

Dual Shore Model for Cost Optimization

NIIT provides multifaceted resources via a variety of effective channels: offshore, onshore, and near shore. This flexible approach enables significant cost savings by turning fixed costs into variable costs while efficiently managing both internal competence development and trainer bench time.

growth in almost any international market, they require fewer internal resources. The results are rapidly enabled growth and fewer strains on management.

Unique Delivery Model for Technology Companies

Utilizing certified and highly skilled trainers, innovative content development, and proprietary delivery models, NIIT converts learning plans into powerful knowledge transfer and training success.

Smooth Transition Process

With decades of training delivery experience, NIIT manages a precise, meticulous transition process that considers several critical factors including human resources, governance, and process systems.

Ask us about our Seasoned Program Management Capabilities. Our single point of-contact program managers enable access to any or all of our services. Call us at 770-290-6000 or write to us at els.info@niit.com

Unparalleled Strength

With the largest content development facility in the world and extensive resources, our ability to create tailored and effective training programs is unmatched. The benefits of this capacity for our clients are multifold.

First, we are not resource constrained. Our significant reservoir of IT SME talent simply dwarfs the competition. We can execute global programs that train thousands of individuals just as smoothly as we deliver educational content for niche customers or partner groups.

Second, we can address a full range of complex technical challenges. Our robust history as an IT education institution gives NIIT great depth in the most difficult IT challenges. And, our certified trainers have a robust blend of experience that enables them to quickly tackle the most difficult and esoteric issues.

Third, because of our vast resources, we can implement solutions with great agility, helping your organization achieve rapid scale. Our speed and nimbleness help clients transfer knowledge quickly and accurately, thus ensuring their competitive edge.

Leverage Our Experience

- 1,000+ education specialists
- 1,000+ instruction designers & developers
- 2,000+ software engineers
- 500,000 students in 33 countries
- 130+ customers (35+ in technology)
- 12,000 hours of e-learning
- 20,000 hours of ILT

- 285,000+ student learning hours
- 29,000+ mentoring hours
- 80,000 textbook pages
- 235,000 hosted users
- 150+ university courses
- 190 books published
- SEI-CMM Level 5 & ISO 9001 certification

Call one of our sales professionals at 770-290-6000 or visit http://www.niit.com/enterprises to learn more.

Industry Recognition

We're proud of the recognition we've received by some of the most prestigious organizations in the learning industry:

WITSA
ICT Digital Opportunity
Award 2008

TOP IT TRAINING AWARD

2007 TOP 20 — Companies in the Training Outsourcing Industry — TrainingOutsourcing.com

TOP 20 OUTSOURCING COMPANY
TrainingOutsourcing.com

training **TOP 125**

TOP 125 TRAINING COMPANY
Training Magazine

Case Studies

Autodesk

Autodesk, Inc. (NASDAQ: ADSK) is the world's leading software and services company for the building, manufacturing, infrastructure, digital media, and wireless data services fields.

To help customers and Authorized Training Center partners keep pace with evolving software and solutions, Autodesk partnered with NIIT to produce exceptional, cost-effective training solutions.

Initially, NIIT developed instructor-led training materials and e-learning content for a single Autodesk product. When results from this program exceeded expectations, Autodesk subsequently outsourced training for all content in multiple product lines to NIIT.

BUSINESS OBJECTS®

Business Objects (NASDAQ:BOBJ) is a global business intelligence software company with more than 43,000 customers and over 3,000 partners and resellers.

To meet the challenges and demand spikes of rapidly growing customers and partners, BOBJ partnered with NIIT to complement its existing instructor pool. NIIT quickly doubled BOBJ's trainer pool and cross-certified instructors while delivering 1,000 days of training across multiple product lines in North America.

The business impact of NIIT's solutions was tremendous. BOBJ was able to effectively manage demand spikes for training, implement training programs that earned exceptional overall feedback scores, reduce travel costs as instructors were spread across various locations, and expand its Data Integration and Extraction business due to improved training.

NIIT

Let NIIT become your learning solutions provider. Please contact us today to learn more about our diverse range of services and capabilities for the Technology marketplace