

## ON-DEMAND TRAINING & CERTIFICATION

### Increase Productivity by Providing Job-Specific Training

When it comes to technology, ongoing education and training is essential for employees to effectively perform their job roles. Interop Technologies realizes the importance of education and training and provides both On-Demand Training and a Certification program to empower operators' employees to increase technical competencies and effectiveness.

#### ➤ PROVIDE EMPLOYEES WITH A RANGE OF KNOWLEDGE

The Interop Technologies On-Demand Training program is geared toward employees who leverage Interop technology solutions to deliver services to customers. The online training modules are designed to help increase employees' knowledge, as well as improve the quality of technical communication between operators and Interop support staff.

Our On-Demand Training modules cover a wide range of topics, including general wireless knowledge; Interop Control Center functionality; Interop technology solution knowledge; and system engineering topics, such as advanced system architecture, message flow and file configurations, databases, and logs. The modules are available online 24/7/365.

Training materials include screen presentations, streaming videos, user guides, and technical overviews.

#### ➤ EMPOWER EMPLOYEES TO UTILIZE THEIR SKILLS

Our Web-based, On-Demand Training can help operators meet a number of goals, such as improving employee satisfaction and providing continuing education. Plus, On-Demand Training allows employees to learn whenever it's convenient for them. According to the Society for Human Resource Management (SHRM), "Employees who are satisfied with their jobs are more likely to stay with their employers." In fact, the opportunity for employees to use their skills and abilities was among the Top 5 very important job satisfaction contributors, according to SHRM's 2009 Employee Job Satisfaction survey.

knowledge is  
power

Employees benefit from training by growing their skill sets, obtaining the knowledge and practical skills they need to be more efficient in their job roles, increasing their self-esteem and being recognized for their achievements.

On  
Demand  
at your  
command

#### ON-DEMAND TRAINING ON YOUR SCHEDULE

Interop Technologies offers training for your employees—without interrupting operations and schedules. Employees can enhance their skills and gain industry knowledge when it's most convenient for them. Training modules are available online 24 hours a day, seven days a week by simply visiting the Interop Technologies Web site at [www.interoptechnologies.com](http://www.interoptechnologies.com).

## ➤ RECOGNIZE YOUR EMPLOYEES' ACHIEVEMENTS

In conjunction with the Interop Technologies On-Demand Training program, we offer three optional levels of certification:

- Certified Control Center Administrator (CCCA)—recommended for customer service representatives (CSRs)
- Certified Interop Product Specialist (CIPS)—recommended for product managers
- Certified Interop Systems Engineer (CISE)—recommended for system engineers

Upon achieving an Interop Technologies Certification, employees will be able to demonstrate a defined level of competence in specific knowledge, skills, and abilities. Additionally, achieving certification presents an opportunity for operators to recognize employees' achievements, as well as to build performance goals around the certifications.

At Interop Technologies, our goal is to enhance the customer experience so operators can achieve the most benefits and realize the highest return-on-investment from our solutions.

## ➤ JOIN OUR SATISFIED CUSTOMERS

Interop Technologies is a trusted partner to operators of all sizes. Since we started Interop in 2002, our satisfied customers have helped us grow rapidly with repeat business and referrals. Our company is headquartered in Fort Myers, FL, with facilities in Dallas, TX, and São Paulo, Brazil.

While other vendors are retrenching, we are profitable and financially sound, expanding and actively planning additional growth worldwide.

## KEY BENEFITS

### TRAINING INCREASES JOB SATISFACTION

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