



## OVERVIEW

# Captaris Authorized Training Provider Program

Captaris is committed to the success of its customers and partners. The Captaris Authorized Training Provider (CATP) program was developed to allow partners to deliver Captaris certified training materials to students and to leverage their knowledge and facilities to deliver top-level training classes. Our goal is to utilize the skills of these strategically chosen partners to assist us in training customers worldwide.

The CATP program currently features technical training for Captaris RightFax, Alchemy and Captaris Workflow product lines. We depend on our partners to provide the knowledge transfer necessary to make our customers successful, and the CATP program is a vital part of that process. We demand high-quality instructors, partners and training facilities. Information and specific requirements for acceptance into the program are detailed below.

## PARTNER PROFILE

Partners who will be selected to participate in the program must meet stringent selection criteria. The profile of the partner includes:

- Well respected in the industry as either a Captaris authorized partner or a training provider.
- Has market penetration: the partner should be able to access students through their own marketing initiatives who might have been under-served by the available resources of the Captaris Technical Training department.
- Has a current database of potential students.
- The partner's territory should not overlap with existing partners and dilute the program.

## REQUIREMENTS

To be accepted into the Captaris Authorized Training Provider program a partner must meet the following requirements:

- The partner must own or have access to a training center that is capable of hosting Captaris authorized curriculum. Currently the specifications for each student computer required to run Captaris courses are:
  - Pentium IV 2Ghz or higher
  - 2 GB of RAM
  - At least a 40 GB Hard Drive
  - DVD ROM Drive
  - 100 Mbps Network Interface Card
  - SVGA monitor and video card (1024 x 768 screen resolution)
- The partner must have a product-specific certified instructor who has met the following requirements:
  - Has passed the technical certification test associated with the product they will be teaching.
  - Has attended a train-the-trainer class for the course they will be delivering or has proven their training abilities through an industry-standard technical instructor certification program and will allow a Captaris training associate to audit the class.
- Student evaluations that consistently rank at 3.5 or better for instructor areas or training facility based upon the Captaris ranking system. First course with an average evaluation below 3.5 will be followed with a warning. Second course will be followed by an audit. Third course will be followed by a release from the program.
- Updated Web site to include Captaris training information including CATP branding.

- Only deliver courses on Captaris products which are delivered by a Captaris Certified Instructor
- Provide each student with a Captaris Authorized Student Guide.
- At the end of every class, request that students complete an evaluation. Forward evaluations to the Technical Training coordinator.
- If requested, allow a Captaris representative to audit a course.

## TRAINING FACILITIES REQUIREMENTS

A computer must be provided for every student in the class and one computer for the instructor. The computer must meet the system requirements for every Captaris certified course that will be taught.

In addition to a computer being available to every student, the classroom must also be configured with:

- LCD projector
- White board

## BENEFITS

The following benefits are provided to Captaris Authorized Training providers:

- Course listings displayed on the Captaris Technical Training Portal.
- Access to Captaris certified curriculum.
- Access to Captaris software for use in the classroom.
- Use of the CATP logo on approved materials as outlined in the Welcome Kit.
- Access to special training events made available only to Captaris Authorized Training providers.

## PROCESS FOR ACCEPTANCE INTO PROGRAM

The following process will be used to determine whether a partner will be accepted into the program:

1. Partner reviews this document and understands the program requirements.
2. Partner completes the partner application provided with this document.
3. Approval or denial notification will be provided within four weeks.
4. If approved, the partner must sign and return the CATP contract.
5. Certified instructor candidates must fill out the instructor questionnaire and begin the process of completing all requirements to become certified.
6. Once the contract has been signed and the instructor(s) have been certified, the partner will be approved for the program.
7. Once approved the candidate will receive a Welcome Kit, software for use in their training facility and a course scheduling questionnaire. The course scheduling questionnaire will be used to place the partner's training dates on the Captaris training schedule.

## FOR MORE INFORMATION

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