

ONYX SOFTWARE EDUCATION

Empowering your organization with both the technology and knowledge to cultivate and manage valuable customer relationships is mission-critical. You've purchased...you're implementing. Company-wide adoption is the next critical step. In fact, it can be your competitive advantage.

“Statistics show that untrained users spend three to six times the number of hours to reach the same level of productivity as a trained user.”

*Training for Sales Force Automation Users
Gartner Group*



Supporting you through im

Onyx Education is dedicated to helping you ensure high adoption rates and build the internal knowledge capital necessary to take full advantage of your Onyx system. The combination of rich course content, skilled trainers, and facilities designed specifically to enhance the learning process is key to successful training experiences.

EXPERT TRAINERS

Our trainers are experts in using and administering the Onyx application suite. Earning the Certified Technical Trainer (CTT) credential is a core part of our trainers' professional development. That's why you can be confident your users are being instructed by knowledgeable, experienced trainers. No one knows our products better.

CONVENIENT LOCATIONS

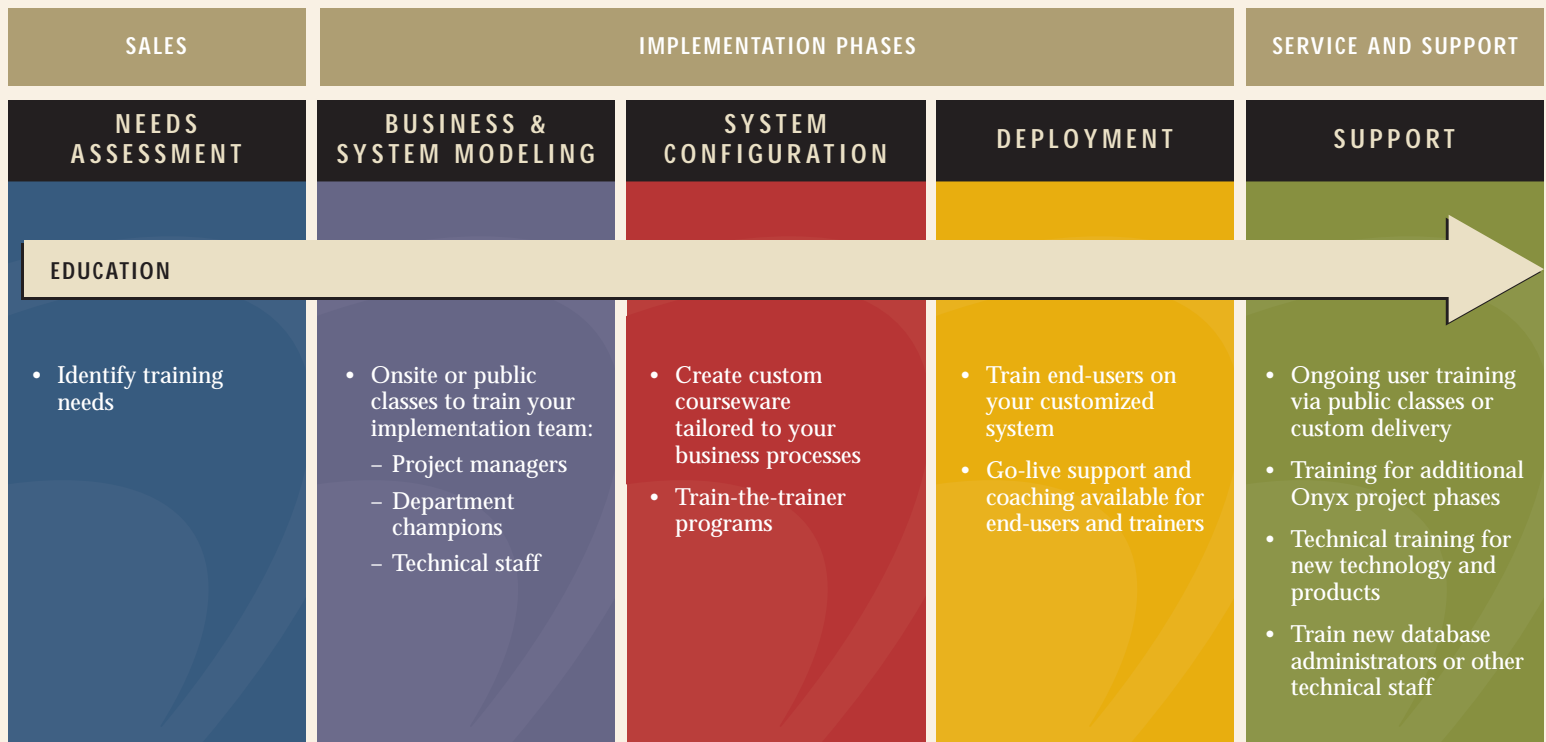
Onyx education courses are available in many regional cities, or we can bring our classes to your site. Our state-of-the-art training facilities provide a comfortable learning environment

and access to the hardware and software you need for hands-on instruction. When you register for a course, you will receive a confirmation with the time, date and location of your class. We also provide online directions to the training site and information on local accommodations.

PROVEN PROCESS

We work closely with your project team before, during and beyond the implementation of your Onyx system to identify training needs and courses that best meet your unique business requirements.

Onyx Software Education Model



Implementation and beyond...

Onyx offers a range of training services for end-users and IT personnel. Whether you use your Onyx system for performing day-to-day job responsibilities or oversee customizing, administering or maintaining the technology, our goal is to make you as productive and successful as possible.

END-USER APPLICATION TRAINING

Onyx education classes can drastically shorten your learning curve, allowing you to hit the ground running – and continue gaining speed when working with our technology.

We feature flexible, global course offerings that combine lectures, discussions and hands-on exercises.

CUSTOMIZED ONSITE SESSIONS

We have extensive experience developing custom courses for our clients. Onyx works closely with you to understand all your pertinent training requirements and to develop and deliver customized classes on your Onyx solution. If you have a group in need of training, we can teach our courses at your place – at your pace. We've found that holding our end-user training sessions onsite is often the best solution for many organizations, allowing you to:

- Focus training on your specific environment
- Eliminate employee travel costs
- Avoid having several of your employees offsite for training at one time

Onyx also delivers private custom courses at our specially designed learning facilities on a space-available basis.

CUSTOMIZED CONTENT AND TRAINING MATERIALS

Not only do our courses present true-to-life exercises, but they also teach general product information and customized business rules and processes from your company's specific implementation. Because our trainers work with onsite consultants or project managers to learn the details of your company's system, your staff receives department-specific training tailored to your company. Users will even be able to practice specific on-the-job tasks during class.

Users will also receive customized training materials containing information from your implementation. This ensures the system information they need is on hand – even after the training ends.

PUBLIC END-USER COURSES

End-user courses are also available on a public basis to supplement your initial project roll-out or bring new users up to speed quickly. These hands-on training courses are offered in many cities across the globe, and include real-world exercises designed to reflect the work users do every day. Team members learn by doing – so they learn faster and retain more when they return to their jobs. These classes also offer a valuable forum for sharing best practices with peer organizations. Class sizes ensure that attendees receive one-on-one attention.

TECHNICAL TRAINING

Technical course offerings include a combination of lectures, discussions and hands-on exercises and are available either onsite or at one of our training facilities. These courses cover a range of topics including installation, configuration, support and maintenance, system administration and customization.

PUBLIC TECHNICAL COURSES

System administration, implementation and project team training courses are offered publicly at our training facilities in many cities worldwide. These hands-on courses provide implementation project team members, administrators and developers with the knowledge and skills needed to actively participate in implementation or to maintain your Onyx solution over time. As with end-user public courses, technical courses are structured so your staff is assured individual instruction.

ONSITE SYSTEM ADMINISTRATION AND IMPLEMENTATION TRAINING

When a large project team must be trained, onsite training offers a convenient solution. We offer programs designed for project managers, department leads and system administrators to get them up-to-speed quickly and effectively so they can play a valuable role in shaping your Onyx solution.

TAKE THE NEXT STEP

TRAINING IS A VALUABLE INVESTMENT...

“Technical IT training programs typically yield 25 percent to 75 percent ROI of the initial investment. In other words, for every thousand dollars spent on training, the organization adds \$250 to \$750 to the bottom line... Equipped with an ROI figure, the decision of whether to provide a particular training program – or whether to develop the program internally or to outsource it – is as easy to make as the calculation of ROI is difficult.”

Return on Investment of IT Training: Realities
Gartner Group

IN THEIR OWN WORDS...

"The training you provide is a valuable service that is helping to guarantee our success. Your professionalism, knowledge of the Onyx system, and keen understanding of our organization has made our worldwide rollout of Onyx seem almost effortless. I really appreciate your patience, especially when dealing with such a diverse class that included an international mixture of German, French and Australian sales representatives."

David M. Raye

Vice President, Operations
Mercator Software

"My participation in the *Administering Onyx e-Business Engine* training course was a great success! I found the course content highly relevant and well paced. The content helped to explain how the various components of Onyx work to a detailed level. I would advise any company contemplating an Onyx implementation to send their technical team to this course. It will help to identify the areas of the system that can be customized (of which there are many) and enable much of this work to be done in-house."

Andrew East

IS Development Manager
Reed Exhibitions Companies

"Onyx training has been an excellent investment for Swiss Life (UK). Our staff returned from the courses with the immediate ability to use their new technical skills on live project work. As a result, we have been able to bring the administration and management of our Onyx system in-house rather than having to depend on external consultants."

Steve Evans

System Development Manager, Employee Benefits
Swiss Life (UK)

Asia Headquarters

9 Temasek Boulevard
#44-02 Suntec Tower Two
Singapore 038989
(T) +65 332 6880
(F) +65 338 3831

Australia/NZ Headquarters

Level 14, 90 Arthur Street
North Sydney
NSW 2060
Australia
(T) + 61 (2) 9409 4300
(F) + 61 (2) 9955 5458

France Headquarters

2, Rue Victor Griffuelhes
92772 Boulogne Cedex
(T) +33 (0)1 46 94 75 75
(F) +33 (0)1 46 94 75 76

Germany Headquarters

Franziskanerstrasse 38
Munich, Germany 81669
(T) + 49 (89) 45 99 40-0
(F) + 49 (89) 48 95 00 33

United Kingdom Headquarters

Trinity Court
Wokingham Road, Bracknell
Berkshire RG42 1PL
United Kingdom
(T) +44 (0)1344 322 000
(F) +44 (0)1344 489 035

Worldwide Headquarters

Onyx Software Corporation
3180 139th Avenue SE
Bellevue, WA 98005
(T) 888 ASK ONYX
(T) 425 451 8060
(F) 425 990 3343

E-mail/Web

info@onyx.com
www.onyx.com

ABOUT ONYX SOFTWARE

Onyx Software Corporation is a global supplier of enterprise-wide, customer-centric e-business applications that connect and power a company's entire e-business world, including customers, partners and sales, marketing and service groups, making total customer and partner information available enterprise-wide.

Onyx Software's award-winning products are known for flexibility, reliability and ease of use, resulting in high return on investment, low total cost of ownership and industry-leading customer satisfaction. Onyx operates worldwide, supporting large, medium and small companies, including Agile Software, American Express, Broadwing, Commerce One, Credit Suisse, Dreyfus, FirstWorld Communications, Hummingbird, NTL Group, Portland Trail Blazers, Prudential Securities, Sierra Health Services and Singapore Cable Vision.

For more information on Onyx Education including course locations, schedules and pricing, visit www.onyx.com/education. Or e-mail traininginfo@onyx.com.

