



Essentials of Training

Your resource for Education Services

Introduction

As the educational arm of Enterprise Software, our mission is to empower Customers through premier, customer-centric educational experiences. At Enterprise Software, we understand you face a multitude of local and regional challenges related to education, including increasing employee efficiency and productivity, reducing operational costs, providing consistent onboarding, and ensuring ongoing employee development.

To help you meet those challenges, Education Services partners with you to understand your solution, and recommends learning that ensures the education you receive contributes to your ability to meet business goals. How and where you learn depends on your organizational needs. Whether you participate in traditional classroom learning, prefer the comfort of your office, host a training event at your organization, or subscribe to our eLearning library, the learning you receive ensures your team can work smarter and you can maximize your investment.

We encourage you to review our offerings and look forward to partnering with you.

Kind regards,

Tiffany Plouff

Director of Education Services



Index

Regardless of your training needs, there's an Enterprise Software training option for you on the following pages.

Training Offering	Page
Course Offerings	4
Perceptive Content	4
Perceptive Process	7
Perceptive Search	8
Perceptive Capture	9
Delivery Methods	10
Classroom	10
Live Online Virtual	11
eLearning	11
Self-paced	12
Personalized Training	12
Cloud Learning Labs	12



Course Offerings

Enterprise Software Education Services offers courses and formats for each of the integrated software solution lines. Enterprise course solution lines are: Perceptive Content, Perceptive Process, Perceptive Search and Perceptive Capture. In addition to the Education Services brochure, more information about each course is available on the Customer Portal.

Perceptive Content

Products in the Perceptive Content family manage all forms of content through its entire lifecycle.

Perceptive Content: ImageNow Basic Product Support Engineer

Description: The support engineer program focuses on Level 1 troubleshooting and issue resolution for core topics. While many topics listed are similar to those covered in other disciplines, the modules for this course are focused on how to troubleshoot and resolve issues for the identified topics.

Delivery methods: Virtual

Duration: 5 days

Price: \$3,000

Perceptive Content: ImageNow Business Insight

Description: This course focuses on how to use Business Insight to gain access to business information and make fact-based decisions. Special attention is paid to learning how to use the drag-and-drop authoring tools to create and modify high-level dashboards, ad hoc analysis queries, and operational reports. Attendees also explore the new business intelligence capabilities and interface by performing the common administrative tasks (creating, scheduling, distributing, etc.) associated with mining your business data.

Delivery methods: Virtual

Duration: 1 day

Price: \$600

Perceptive Content: Document Composition

Description: Document Composition offers a powerful way to design document templates for both manual and batch generation of documents. In this course, you will learn how to create these templates, including data-text integration.

Delivery methods: Classroom, Onsite, Virtual

Duration: 3 days

Price: \$1,800

Perceptive Content: ImageNow for Administrators

Description: This is a foundation course that provides an overview of core functionality with a focus on process design and implementation. This course is ideal for attendees who are instrumental in developing and administering their Perceptive Content environment.

Delivery methods: Classroom, Onsite, Virtual

Duration: 4 days

Price: \$2,400

Perceptive Content: ImageNow for Healthcare

Description: This is a foundation course that provides an overview of core functionality with a focus on process design and implementation. This course is ideal for attendees in the healthcare industry who are instrumental in developing and administering their Perceptive Content environment.

Delivery methods: Classroom, Onsite, Virtual

Duration: 4 days

Price: \$2,400



Perceptive Content: ImageNow eForms Developer

Description: In this one-day course, you will learn how to maximize the benefits of automating business processes using eForms. eForms uses standard web technologies, including XML, XSL, and HTML as well as iScript functions.

Delivery methods: Classroom, Onsite, Virtual

Duration: 1 day

Price: \$600

Perceptive Content: ImageNow iScript for Developers

Description: Discover how to maximize the benefits of ImageNow by automating business processes within a JavaScript-based scripting environment. This course is recommended for those with prior scripting experience.

Delivery methods: Classroom, Onsite, Virtual

Duration: 3 days

Price: \$1,800

Perceptive Content: ImageNow Product & Design Boot Camp

Description: This intensive, fast-paced course takes the participant through product design and solution methodology. Topics include: User Replication Agent, Mail Agent, Perceptive Content Server installation, eForms, and Content Server.

Delivery methods: Virtual

Duration: 5 days

Price: \$3,000

Perceptive Content: ImageNow Server for Administrators

Description: For individuals in technical roles, this course introduces fundamental techniques for managing the ImageNow Server, such as configuring storage or monitoring server processes.

Delivery methods: Onsite, Virtual

Duration: 3 days

Price: \$1,800

Perceptive Content: ImageNow Workflow for Administrators

Description: Explore in-depth ImageNow Workflow features that your organization can use to automate and create efficiencies in business processes. This course is suitable for individuals who serve in either technical or operational roles.

Delivery methods: Virtual

Duration: 3 days

Price: \$1,800

Perceptive Content: ImageNow for Users

Description: This course provides an overview of ImageNow's user side functionality and experience, starting with document creation, through document search and processing and sending documents through workflow.

Delivery methods: Classroom, Onsite, Live Online Virtual

Duration: 1 day

Price: \$600

Perceptive Content: Nolij Web for Administrators

Description: This course provides the foundation for administrators to manage and maintain Nolij Web. Topics include building departments, permissions, query development, basic workflow and form development.

Delivery methods: Customized Training

Price: Determined per engagement (please contact Education Services for pricing)

Perceptive Content: Nolij Web for Users

Description: This course is designed for functional users who do not require administrative training. Topics include adding, indexing, and viewing documents, searching for folders, and using workflow and forms to enhance work productivity.

Delivery methods: Customized Training

Price: Determined per engagement (please contact Education Services for pricing)



Perceptive Content: VNA for Healthcare

Description: An overview of VNA for Healthcare - Introduction content is followed by advanced training including system setup, configuration, and integrations.

Delivery methods: Classroom, Virtual

Duration: 5 days

Price: \$3,000

Perceptive Content: VNA for Healthcare – Introduction

Description: For the daily management of DICOM Services Grid Deployment, this course serves as a prerequisite to the Perceptive Content: VNA for Healthcare training and applies across all product segments (routing, temporal caching and enterprise archiving).

Delivery methods: Virtual

Duration: 2 half days

Price: \$600

Education Services offers the following eLearning courses for the Content solution line:

Perceptive Content: Business Insight

Description: Provides an introduction to Business Insight and how to use Query Studio and Report Studio to meet your organization's reporting needs.

Delivery methods: eLearning

Duration: 2 hours

Price: \$750

Perceptive Content: Content 101

Description: Introduces ImageNow users to terms and features.

Delivery methods: eLearning

Duration: 4 hours

Price: \$750

Perceptive Content: ImageNow Content Modeling

Description: Walk through the process of designing and building document indexing schema, known as Content Models, which allow for a new way to organize, store and retrieve documents within ImageNow.

Delivery methods: eLearning

Duration: 2 hours

Price: \$750

Perceptive Content: ImageNow Server for Administrators

Description: Comprehensive administrator training on the core components of Perceptive Content Server.

Delivery methods: eLearning

Duration: 4 hours

Price: \$750



Perceptive Process

With products in the Perceptive Process family your organization can discover, design, execute and improve business processes.

Perceptive Process: Design Basic

Description: This training course focuses on the Process Design modeling solution that allows users to easily model processes, giving users the ability to extract a process analysis or process reports.

Delivery methods: Classroom, On-site, Live Online Virtual

Duration: 2 days

Price: \$1,200

Perceptive Process: Mining Basic

Description: This course focuses on how to automate process mining. Used to automatically retrieve data and reconstruct your current underlying business processes, resulting in a scientific picture of how practices work and reveals procedure breakdowns.

Delivery methods: Classroom, On-site, Live Online Virtual

Duration: 2 days

Price: \$1,200

Education Services offers the following eLearning courses for the Process solution line:

Perceptive Process: Design Basic

Description: This introductory eLearning is designed for everyone who needs to learn the basic principles of process modeling in Perceptive Process Design.

Duration: 1 hour 40 min.

Price: \$750

Perceptive Process: Mining Basic

Description: This introductory eLearning is designed for anyone who wants to gain a basic understanding and feel for Perceptive Process Mining capabilities.

Duration: 1 hour

Price: \$750



Perceptive Search

Products in the Perceptive Search family enable users to search, find, extract, analyze and use the precise information needed.

Perceptive Search: Enterprise Server

Description: This training provides a basic overview of Perceptive Search and how high-performance search and indexing work for your organization. Perceptive Search is powered by ISYS Enterprise Server 10.x and this course covers the installation, configuration, indexing and maintenance of Enterprise Server 10.x

Duration: 2 hours

Price: \$500

Perceptive Search: GlobalBrain

Description: This session offers an overview of the Perceptive Search - Globalbrain product.

Duration: 15 minutes

Price: \$100

Perceptive Search: Workgroups

Description: This training provides a basic overview of Perceptive Search and how high-performance search and indexing work for your organization.

Duration: 1 hour

Price: \$250

Perceptive Capture

Products in the Perceptive Capture family capture and extract data through imaging, e-forms and intelligent capture technology.

Perceptive Capture: Brainware Distiller

Description: Get an in-depth practical understanding of Perceptive Intelligent Capture through a step-by-step project development process that allows you to build both simple and advanced projects.

Delivery methods: Classroom, On-site, Live Online Virtual

Duration: 4 days

Price: \$2,400

Perceptive Capture: Brainware Distiller for Invoices

Description: This course walks you through the DFI INI file and gives you hands-on experience with a project specifically for invoices.

Prerequisite: Perceptive Capture: Brainware Distiller

Delivery methods: Classroom (US only), Self-paced (Blended)

Duration: 4 days (Self-Paced: 5 days)

Price: \$2,400

Education Services offers the following eLearning courses for the Capture solution line:

Perceptive Capture: Brainware Administrator

Description: Are you responsible for maintaining projects, configuring Verifier workstations and Runtime Servers, or managing your organization's Capture processing? Then after completing Administrator 301 you will have everything you need to improve your performance as a Perceptive Intelligent Capture administrator.

Duration: 8 hours

Price: \$750

Perceptive Capture: Brainware Verifier

Description: The Perceptive Capture: Brainware Verifier eLearning module is an end user course designed to familiarize students with the basic terminology of Perceptive Intelligent Capture, the Verifier Client and the Web Verifier.

Duration: 1 hour

Price: \$750

Perceptive Capture: Brainware Visibility Web

Description: As a Visibility user, creating and maintaining the Visibility Web Portal to report the most accurate and up-to-date Perceptive Intelligent Capture data is a must.

Duration: 1 hour

Price: \$750

Perceptive Capture: Brainware Supervised Learning Workflow

Description:

This self-paced course will equip Perceptive Intelligent Capture Administrators and SLM Verifier users with the skills needed to improve vendor-specific extraction results without interrupting document processing.

Duration: 37 minutes

Price: No cost

Delivery Methods

Education Services offers flexible training options and a unique solution approach. Choose classroom, virtual classroom, eLearning , self-directed or personalized training to solve your immediate training needs.

To enroll in a course, you will need an account with the Enterprise Software Customer Portal. Are you having trouble with registrations? Watch the quick tutorial on our Customer Portal or contact us at eduservices@lexmark.com.

Classroom Training

Enterprise Software classroom courses provide customers with a comprehensive level of instruction on how to effectively use Enterprise Software products and solutions. Each course is taught by skilled instructors who work directly with participants in a hands-on classroom atmosphere, providing a highly interactive educational experience.

Classroom training at Enterprise Software offers:

- A comfortable learning environment away from workplace distractions
- Live interaction with product experts and other students
- Immersion in an intensive training environment that helps you thoroughly learn the product and become more self-sufficient in maintaining your environment
- A comfortable, state-of-the-art training environment allowing you to focus on learning the application



Enterprise Software Training Centers:

North America

- Lenexa, Kansas
- Ashburn, Virginia
- Bloomington, Minnesota

Europe:

- Maidenhead, United Kingdom
- Berlin, Germany

In addition to course descriptions and training schedules, the Enterprise Software Customer Portal includes information and quick facts on general travel information, recommended hotels and transportation options.

Live Online Virtual Classroom

Our virtual classroom is live, interactive, online training for those who prefer attending classes without leaving their office. It allows you to experience the same level of high-quality training as you would by traveling to our technology center—with both classroom instruction and hands-on labs—while eliminating the costs and potential inconveniences of travel.

Since you can chat with your instructor, our virtual classroom comes as close as technology allows to attending a class at our corporate training center.

Students in our virtual classrooms can:

- Watch and listen to course presentations and demonstrations via an internet connection
- Complete hands-on training exercises in a virtual lab environment
- Interact with the instructor, ask questions, hear others' questions, and listen to the trainer's responses



eLearning

Learning is not an event that happens only when scheduled training occurs—it happens continuously. Our eLearning solutions allow the learner to control his or her own interaction with the course, enhancing the opportunity for review and application. eLearning gives you total control of the learning experience allowing you to remain in the workplace while entering a learning experience whenever you wish.

eLearning is available as an enterprise subscription catalog or as individual courses.

With eLearning, you can take a course in a convenient format within a shortened amount of time—minutes or hours, compared to multiple days in a classroom.

eLearning is comprised of tutorial / knowledge transfer / just-in-time content; other eLearning modules incorporate click-through interaction.



Self-paced

Self-paced courses offer the ability to work at your own speed with experienced instruction. Schedule training work around your busy day for a more convenient learning experience. The training delivery method combines self-paced training and the use of an interactive, cloud-based learning lab environment. You will have an introductory session on the first day of class followed by question-and-answer sessions at the midpoint and end of the course. The “classroom without walls” brings the best of all learning technologies together for a more convenient experience for you!

Personalized Training

Let us bring our classroom courses to you. Get the same top-notch training we offer in our technology center classrooms, but in person at your office!

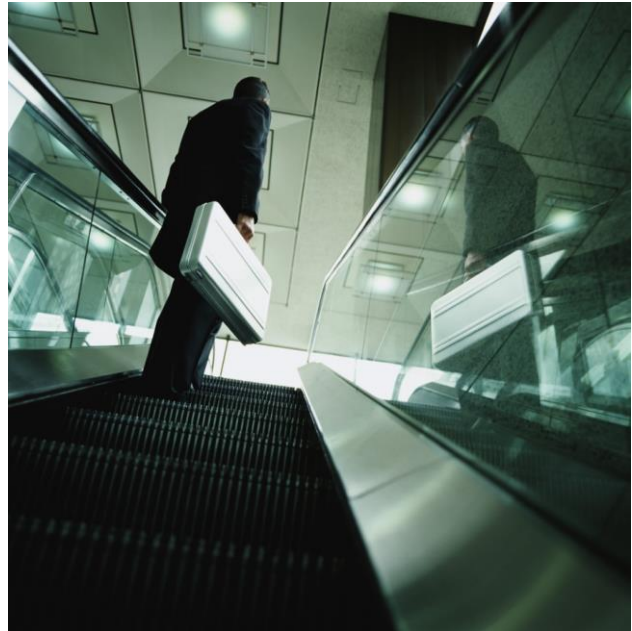
With personalized training, you can determine the class location, size, audience, content and schedule.

With only your employees present, sensitive and proprietary issues can be addressed and used as examples during class.

We can deliver any course in our curriculum in its standard form or customized in a classroom or online to meet your organization's needs.

For customers with unique training requirements, more choice and control leads to better results.

If you are interested in personalized training, please contact us at eduservices@lexmark.com.



Training Resources: Cloud Learning Labs

Do you have a training environment? If not, Enterprise Software does!

Enterprise Software Educational Services' new virtual exercise labs in the cloud provide pre-configured training environments on demand. Each Cloud Learning Lab contains a fully configured environment, demonstration “host” applications, and sample image.

Students in our virtual exercise lab environments can:

- Access a fully functional education services environment, from any location, on their timetable, via the internet
- Explore and gain knowledge of new product features without being concerned about altering their corporate setup

Since the environment exists in the cloud, students can access it from anywhere, with a browser and simple internet connection. The configuration is easy and straightforward requiring minimal setup; simply install an ActiveX control or Java Plug-in.

Access to the environment automatically expires at a predetermined date and time, so there is no software to uninstall or system to return. The Cloud Learning Labs help students unlock the full potential of eLearning modules. For example, while watching an eLearning module, students can pause, rewind, and then perform the same tasks within the lab.