



Xerox Customer Training

The Power Of Knowledge—Innovative Training

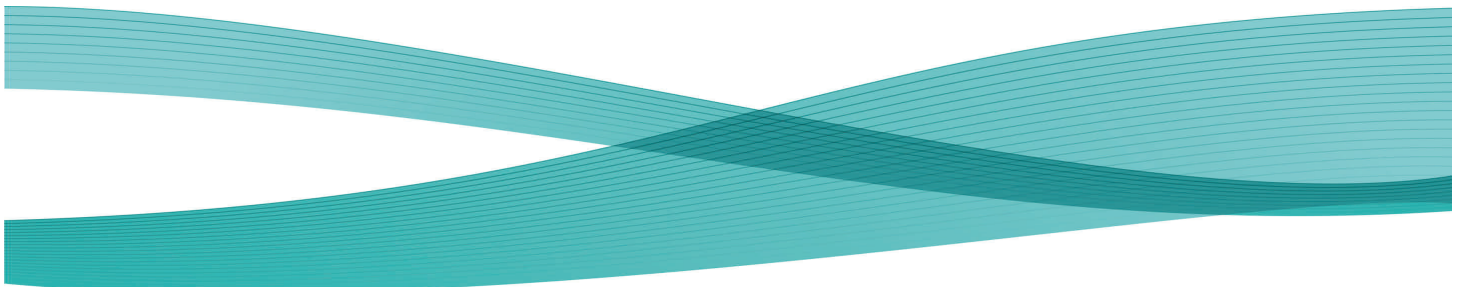
Professional Training Services means Satisfied Customers

Xerox knows that incorporating technology changes into a business organization is best accomplished by designing and following a carefully prepared training plan and providing structured training activities.

Your Xerox Certified Trainer will work with you to make your hands-on training session beneficial. Hands-on training will enable users to operate the equipment effectively, taking full advantage of all features and functions designed to enhance your workflow, increase productivity and allow flexibility. These training services are aimed at one goal—to help you to achieve greater productivity.



As technology gets more powerful, it gets more complex. We give you, our customers, the keys to understanding how to use the full power of your investment. Our dedicated training professionals are committed to ensuring that you know how to get the very most out of your Xerox solution.



Maximize the efficiency of your most important asset - your people

Planning for Training

Xerox works with you to gain an understanding of critical success factors. We work with you to understand and address your needs as we prepare for the training session.

- Training is conducted by a certified Trainer to a small group of up to four key users including the individual(s) responsible for maintaining the equipment. This format enhances the learning experience and provides an opportunity for users to ask questions and program jobs.
- The training is suitable for key operators, walk-up users, client users, and system administrators.
- Training covers all equipment features and functions, and is usually conducted at the machine.
- Training will be delivered upon completion of the machine installation to ensure a smooth and rapid transition to your new product.
- The Trainer will call to schedule training at a convenient time and date.
- Training is delivered on-site. The length of the training varies based on the configuration of the machine and options purchased.

Customized Training

Xerox can work with you to support unique training requirements. Customized training is available to:

- Provide additional sessions to train more than four key users.
- Provide presentation/classroom style training.
- Develop and deliver training to address specific applications and workflows.



We Look Beyond the Equipment

We know that our products are an important part of your daily business. That is why we focus on:

Your **PEOPLE**: How they can become more productive through new skills and effective work methods.

Your **PROCESSES**: How they can be changed to get the most productivity out of your Xerox products.

Your **TECHNOLOGICAL ENVIRONMENT**: How Xerox can deliver the most value within your current environment.

We Consider the Full Life Cycle of your Products

As your staff and business develops, we offer advanced levels of training that keep your productivity growing.

Additional Value

You can rely on even more value from Professional Training Services: cost savings through more efficient document equipment use and waste reduction by helping you get your jobs done right the first time, every time.

Customer Training Offerings

From the basic to the more complex, our professional instructors are dedicated to teaching your employees how to maximize the effectiveness of your Xerox printing solutions.

Ensuring that your employees are well-trained is an essential part of any solution implementation from Xerox. Let Xerox help you on the path to developing a motivated and efficient staff - and by doing so, increase volume and return on investment from your Xerox solution.

Training is available for the following Xerox product offerings:

Office:

- Office monochrome printers and MFPs
- Office color printers and MFPs
- Office software solutions

Customer Training is also available on our light production products.

About Xerox Professional Support Services:

Whether you are looking for assistance setting up your new office printer or implementing a more complex end-to-end solution, Xerox can help your organization become more productive and effective. Our national group of systems analysts, professional trainers, and advanced consultants can work with your staff to make your business operate at peak efficiency through delivery of our Professional Services and Customer Training Offerings.

For more information on how we can help maximize your investment in Xerox products and services visit www.xerox.com/professionalservices or call 1800-ASK-XEROX, ext. 773.

