

Benbria is committed to ensuring Benbria resellers and solution providers are equipped with the knowledge to sell and support our products, through well designed training modules.



Benbria offers different types of training for support technicians, sales engineers and other sales specialists. Benbria's training courses are available through leader-led sessions in person or over the web.

What's Available

- » Technical training for sales and support engineers
- » Sales training
- » End-user training for administrators and support personnel



Technical Training - Administration Course

» Duration: 3.5 hrs

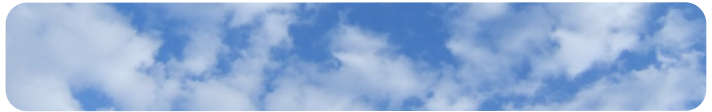
After completion of this course, the Benbria Technical Training Certification is granted, and the student has the knowledge to fully install, and administer BlazeCast from a system perspective.

Installation and Maintenance

The student will learn the full installation process for the BlazeCast server. It covers different network configurations, and set up and configuration of various adjunct systems, such as the Mitel 3300 for voice broadcast, SMS gateway for text message broadcast, SMTP server for email broadcast, IP and analog speakers for paging broadcast. After the completion of this module, the student will be able to install the BlazeCast Server into different environments, and ensure each broadcast medium is operational.

Advanced Administration

The student will be led through all aspects of administering BlazeCast. This includes tweaking var-





ious settings for special network limitations, such as throttling call volume. Setting up and managing user accounts, different ways of adding contacts to the system, and advanced BlazeCast configuration parameters are also covered. It also details how to take advantage of BlazeCast's graphical paging user interface, from importing and uploading floor plans to configuring speakers and paging zones. After completing this module, the student will be able to customize BlazeCast to a particular customer's needs and troubleshoot configuration problems.

Technical Training - Engineering Course

» Duration: 3 hrs

This course is for sales engineers to give them the knowledge required to design and engineer a complete BlazeCast solution for specific networks and customer requirements. Different network configurations and scenarios will be studied, and examples given, particularly multi-site and irregular deployments.

Sales Training

» Duration: 2 hrs

Students will learn Benbria's pricing structure, and how to adapt it for various customer segments and their unique requirements. Sales presentations and strategies will also be covered.

The student will be guided through each of BlazeCast's features in depth - with example use cases for various customer scenarios. The student will have thorough understanding of BlazeCast and be able to demo all aspects of BlazeCast.

After this session, students will be able to present BlazeCast's benefits to customers in various sectors, and be able to customize and accurately quote a BlazeCast solution that fits their particular needs.

End-User Training

» Duration: 1 hr

Benbria offers training for end-users. This service is typically bundled as part of installation services by Benbria.

For Administrators

Administrators will learn day-to-day administration tasks related to authorizing user access, setting up broadcast templates, and managing contact and report information. Basic troubleshooting will also be covered based on audience interest.

For Users

Users of BlazeCast will be led step-by-step through setting up a broadcast from scratch, including broadcasting through each medium. Emergency response planning will also be covered based on audience interest.

Benbria Corp

+1.613.271.5970
info@benbria.com

www.benbria.com

350 Legget Drive
Ottawa, Ontario
K2K 2W7 Canada