

# Making the most out of your software and your people.



## LexisNexis® Training Services

An effective training program increases user adoption, improves client satisfaction and grows revenue for your bottom line – and we are here to support you with all of these and more.

### Training Courses

Where training is delivered to a fixed syllabus, over a set duration, with a clear objective, prerequisites and delegate profile. These courses are usually delivered remotely but can be delivered in person if preferred.

Upon completion, competency tests are undertaken for some courses.

### Trainer training sessions

These are in-depth, one to one, or small group training sessions, designed for those users who will be super-users or in-house trainers. Covering all core content, functionality, navigation techniques, service customisation and delivery options, this type of training is designed to ensure complete user confidence and competence in using our services.

### Bespoke training

We offer clients the option to create a completely bespoke training course. This can be based on either the standard training course that has been amended, or a training course built from scratch.

Wherever bespoke training is required it is essential that the consultant engages with the client to agree the course content and delivery format prior to commencement.



### Skills transfer

We work with you to provide training that aims to ensure you, our customers, achieve both the solution needed, as well as the ability to understand how and why the solution was developed in the first place.

We offer our clients the opportunity to actively adopt the skills needed to enhance their solution, as and when they see fit.

As a result, our clients who invest in training are not only taking advantage of the power and flexibility of Visualfiles, but actively taking ownership of their case management system.

If this sounds like something you want to be involved in, get in touch with your Account Manager today, or email [salesinfo@lexisnexis.co.uk](mailto:salesinfo@lexisnexis.co.uk).