



CGS Training Solution Successes

- Delivered training in 214 locations across the continental United States, Puerto Rico, Mexico, Canada, and the Virgin Islands. A post training survey indicated that 90% of the employees felt that they were prepared to give their customer an excellent service experience based on the training and support.
- Delivered training on a company wide platform migration from Lotus Notes to MS Exchange™ 2007, and SharePoint. 1,700 employees throughout the United States and Canada were trained using CGS blended learning solution incorporating ILT, E-Learning Support, Help Desk Support, and Staffing.

Corporate Education

In today's competitive business environment, excellence in leadership, interpersonal, and technical skills is important to individual and organizational success. However, it is crucial that learning and professional development align with global business strategy. Organizations need a corporate training strategy that improves standards, efficiencies, and customer satisfaction—all while positively impacting corporate culture.

Computer Generated Solutions (CGS) provides training solutions that improve the skills and effectiveness of your workforce in the areas of information technology, application and product knowledge, leadership, and project management. We work with you to develop a plan and provide continuing education that leads to specific, measurable, and observable improvements.

Properly transferring skills and insights takes effort, and often a blended learning approach is necessary to maximize training effectiveness. A CGS developed integrated training strategy may involve formal and informal, as well as technology- and people-based methods. CGS provides instructional solutions for both E-learning and Instructor-led Training (ILT), responding to tactical and strategic business challenges worldwide. With expertise among a broad scope of learning methods and modalities in catalog and custom development practices, CGS builds offerings crafted to be consistent with your desired outcomes.

From problem discovery, to instructional design, implementation, deployment, and evaluation, the CGS methodology is a best practice.

Services	Delivery	Subject Matter Areas
<ul style="list-style-type: none">• Training & Support• Curriculum Development• Custom Content Development• Documentation• Assessment & Testing• Needs Analysis• LMS Implementation• Hosting Capabilities	<ul style="list-style-type: none">• Instructor-led Training• E-Learning Courses• Blended Learning Solutions• Online Mentoring• Internet & Video Conferencing• Virtual Labs (E-labs)• Call Center Training• Virtual Conferences	<ul style="list-style-type: none">• Web Development• Programming & Operating Systems• Telecom Software & Hardware• Office, E-mail, & End-user Applications• Financial/HR CRM & ERP• Project Management• Communication Skills• Enterprise Applications

Training Strategy

The CGS approach takes a strategic view of the instruction process to determine the appropriate learning requirements compatible with your business goals. Beginning with the end in mind—where the most critical success factor is stimulating performance improvement—CGS evaluates your training needs and helps determine the proper training approach. Considering cost, timeliness, and consistency, along with instructional efficiency and desired learning velocity, CGS recommends the appropriate delivery methods and builds a program designed for your needs. By adhering to industry accepted methods for project management and using standardized tools and technology, CGS delivers cost effective results that will meet or exceed your requirements.

Training Solutions

Leveraging our industry experience, CGS is well positioned to deliver training solutions on the most advanced enterprise application solutions available. Our team of certified instructors and consultants, along with our network of alliance partners, provide comprehensive training and coaching programs. In addition to custom developed training solutions, CGS offers:

- **BlueCherry® University**
Course curriculums designed to train and certify experts on the most advanced enterprise application for the apparel and footwear industries. CGS instructors train users to fully leverage the system's capabilities, optimizing efficiencies in supply chain and the sales force.
- **Microsoft Technologies**
Increase knowledge and productivity on Microsoft solutions and applications. From classroom to practical application, CGS provides high-quality training to enable learners to improve technical product skills, and fully understand and apply the potential of all the features and functionality of Microsoft applications.
- **IBM Technologies**
Self-Paced Virtual Courses targeted at developing skills and competency building in Linux, AIX, and iSeries. The suite of educational solutions includes integrated web-based training, simulations, e-labs, online seminars, and mentoring. Based on IBM Learning Services instructor-led content, the virtual courses are developed, hosted and delivered by CGS.

Learning Management

In order to implement the appropriate training strategy you need a robust and flexible platform to manage, schedule, and administer your courses, assessments, participants, and instructors. CGS also provides a fully customizable Learning Management System (LMS) to facilitate your company-wide education needs and manage your learning program to deliver varying types and levels of training. When done correctly, a structured learning strategy will result in higher workforce productivity, improved workforce retention, and increased profitability from optimized efficiencies.



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For twenty five years, Computer Generated Solutions, Inc. (CGS) has enabled global organizations to build competitive advantages by delivering cross-industry expertise and technology solutions on multiple platforms. CGS offers end-to-end, technology-enabled business solutions and services including ERP, CRM, PLM and WMS, portal, e-commerce, application development, learning, training, professional staffing, help desk, customer care, and outsourcing solutions. Established in 1984, CGS is headquartered in New York City and maintains a worldwide presence with 20 locations in North America, Europe, and Asia. For more information visit us at www.cgsinc.com.

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