



## **NVEST TRAINING SOLUTIONS**

**If results aren't tangible, we don't consider them results!**



# NVEST TRAINING SOLUTIONS

## WHY ?

It's a competitive world out there; what makes the difference between a box shifter or broadliner and a business that really stands out head and shoulders over the competition? A key differentiator is a business that's able to offer a complete solution to its customers – going the extra mile in not just selling and installing a piece of technology, however also providing a service that ensures the customer receives first class support in the use of that product tailored to their individual needs within their specific working environment.

So in essence, the right product and services, a trouble free installation and a bespoke end user training experience. The results? A vast amount of after-sales troubleshooting is eradicated for your business; your customer sees a great return on their investment in no time at all and is confident in the decision he made to use you over your competition. What's not to like?

After all, put yourself in your customers' situation. How many times have you made a technical purchase and cast the manual aside and just 'got on with it'? Maybe time doesn't allow you the luxury of reading it from cover to cover; perhaps one look at the language – which may be English but could as well be writing in hieroglyphics – makes you go cold and fills you with dread. Maybe you're just impatient and want to crack on and learn the product's features by yourself or you might think you already know all there is to know – however what might you be missing? Do you suppose your customers are any different?



Would it sound familiar if we mentioned the many unfortunate tales we've heard about our clients having to delay an installation or a sales presentation? Have you been in this situation because your engineer was busy showing a client the basics of how to use a product or your salesperson was giving the client a heads up on the key things to remember? Is this a good use of their time? Are they doing what they are really good at or missing out on other opportunities? Are they even conveying the right messages in language accessible to the client or just leaving them a little baffled?

There's a simple solution; use Nvest's professional services to deliver product training to your customers.

## WHAT

Established in 2004, Nvest work with a number of leading Manufacturers, Distributors and Resellers to provide leading edge end user training support across a wide range of AV/VC products. We have carved ourselves an award winning place in the industry by designing and delivering bespoke solutions for your clients based on their business sector, knowledge levels and product expectations.

We work on behalf of Manufacturers, Distribution and Resellers and can be chameleonic in our approach and operate either under your guise or as Nvest, whichever approach adds greatest value to your business.

We pride ourselves on making the transition of new technology pain free for all users, which further enhances the relationship between you and your client, creating a truly solution based sale.



Every client is treated as an individual and their capability level respected as a natural part of our culture. Our trainers ensure that by the end of each session, everyone is comfortable and confident in their ability to use the product. Add to this the fact that they will truly see how the product will enhance the way they currently work then you have a clear value enhanced return on investment.

Our Trainers are product accredited and provide a full end to end training experience that truly adds value to your relationship with your customer. We endeavour to ensure that training runs smoothly and we have the knowledge and expertise to go the extra mile in trouble shooting any networking/cabling issues often overlooked by an installer to ensure customer contentment. All Trainers are certified NLP Practitioners, which means they are flexible with their language and communication skills and able to ensure that messages are imparted in an effective manner to be clearly understood by all, regardless of their method of information processing.

Above all we offer a fast, efficient service that provides flexibility in approach, always appreciating the importance of user friendly interactions and understanding the needs of the end user in relation to product application requirements. We provide full and half day packages across the UK and Europe, offering face to face group training, a 121 service and remote training and webinars depending upon the requirement of your customers.

## HOW

Our approach is consultative and hands on, providing an experiential learning platform for your customer. We pride ourselves in our ability to take technology and simplify it into useable and meaningful learning steps minus the jargon. The result? From Boardroom to Shopfloor, everyone understands it and gets a great grasp of everything they really need to know.

We will work with you to determine the needs and values of the service you provide to your clients, and will ensure that these are reflected in the content and delivery of training solutions. We will act as your expert witness to ensure all knowledge gaps are plugged and that your clients have a very clear understanding of how and when to best use the products and services provided.

We provide a full TNA (training needs analysis) prior to attending site, which includes:

- health and safety
- product set up and installation review
- overview of business and their expectations for usage
- current knowledge levels
- barriers to learning and usage
- numbers to be trained

We will provide a training schedule to site 24 hours before training is due to start. Training is interactive and involves a great deal of hands on experience. All sessions are supported with product documentation, crib sheets and key tips for usage (each being bespoke not just to client but also to the individual user).

We will not leave site until our Trainer is happy that all delegates have a good understanding and are confident in their skills. Feedback is provided to you within 24 hours of training completion

Above all our sessions are experiential and informative, value adding, fun and our Trainers are passionate in their approach.

Advanced Course includes above and:

- half day sessions - approx 4 hours on site
- full day sessions - approx 6 hours on site
- familiarisation sessions - approx 90 mins remote training via phone or web
- webinars
- remote training via video conferencing
- solution for both half and full day sessions

## WHAT IF

When you begin working in partnership with Nvest, you'll see lots of great outcomes, including:

- Customers perceiving you as their supplier of choice because you're not like all the rest; you exceed their expectations and stand head and shoulders above your competition
- You're a company they want to do business with because you've encouraged them to buy a product – most probably sold on your knowledge of both the customer's needs and the product's features and benefits - for which they get a great return on their investment by understanding and using full functionality of their purchase quickly and simply. It does what it says on the tin, rather than just having a fancy label and lack lustre content.
- The upshot is that your Customers trust you and that loyalty becomes a key determining factor when next year's budget is available.
- And the piece de resistance is that once you've identified the training need – whether it's a value-add or add-on - you don't need to do a thing; Nvest take care of everything for you.

It's a total no brainer really, isn't it?



Contact us now to discuss how you can lead the way with your customers' current and future training needs on 0203 142 7150 or email [training-requests@n-vest.co.uk](mailto:training-requests@n-vest.co.uk)

If results aren't tangible, we don't consider them results! – Pip Thomas, Nvest MD