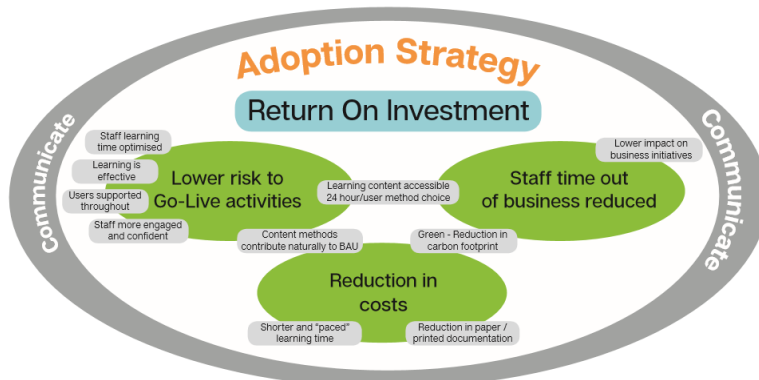




Adoption and Education







As your next big project approaches go-live, the last thing you need is any unnecessary disruption. By ensuring your team is fully trained in advance you can minimise the risk. With our Adoption and Education programme, your users receive gradual and paced learning that is proven to help them retain information more effectively in good time for your big day.

Most IT and Enterprise Service Management training focuses only on technical details. To be sure your people fully understand and adopt a new technology, it is imperative that the human factors are considered, such as the specific needs of groups of users. Engage ESM has developed an exclusive Education and Adoption service that offers a range of learning mechanisms and cross-platform expertise which can be introduced as part of your internal communications strategy.



What you can expect from Engage ESM

- ✔ ITIL, Agile/SCRUM, your own processes or ServiceNow – we cover adoption across all platforms
- ✔ Our experts provide instructor or virtual instructor led training (ILT/VILT) for all ServiceNow apps
- ✔ Video-on-demand training for a more cost efficient way to educate across locations
- ✔ Simulator-based online e-learning for complex needs and deeper insights
- ✔ Subscription-based Managed Content Services so you can pay as you go
- ✔ Train-the-trainer activities to support self-sufficient education in the future

 <p>Whether its ITIL, Agile/SCRUM, your own processes or ServiceNow, we can help your adoption!</p>	 <p>Instructor or virtual instructor led training (ILT/VILT) on all ServiceNow apps</p>	 <p>Video-on-demand (VOD) for the most cost efficient means of educating</p>
 <p>Subscription-based Managed Content Service within our own LMS</p>	 <p>Train-the-trainer (TTT) so you can be more self-sufficient in managing your own education</p>	 <p>Simulator (SIM) based online e-learning for more robust and complex needs</p>

www.engage-esm.com | [E info@engage-esm.com](mailto:info@engage-esm.com) | **T** +44 (0)1753 513 903