

ESKER DeliveryWare 4.0 Professional Services — Course List

To succeed in business today, your customers are continually searching for new ways to streamline processes and increase profitability. Automating document-based processes with one complete solution is a fast, easy way to achieve these objectives. Esker solutions integrate with existing systems and applications to automate the formatting, routing, and delivery of business documents. As an Esker Certified Partner, you'll be well-positioned to profit in a growing market. The Esker Certified Partner Program is our highest level of partnership, created for value-added resellers who sell products and services as part of an overall solution, or bundle multiple products with their own services to build a total solution.

Esker DeliveryWare fundamentals

ED101 Esker DeliveryWare Overview

This course is designed as an introduction to Esker DeliveryWare for technical and non-technical staff.

Length1.5 hours
PrerequisitesNone

ED105 Esker DeliveryWare Policies and Rights Management

This course describes how Esker DeliveryWare allows administrators to manage user rights and workflows with security policies.

Length1 hour
Optional hands-on training+2 hours
PrerequisitesED101, ED209

ED106 Esker DeliveryWare Reporting

This course describes the tools available to run or schedule document delivery and server activity reports. It includes examples and business benefits.

Length1 hour
Optional hands-on training+2 hours
PrerequisitesED101, ED209

ED107 Esker Web Interface

This course describes the features and benefits of using the Esker Web Interface with Esker DeliveryWare and includes business scenarios.

Length1 hour
Optional hands-on training+2 hours
PrerequisitesED101

Administrator-focused courses

ED205 Esker DeliveryWare Installation

This course outlines the system requirements and installation steps for Esker DeliveryWare. (The course does not cover installation of Esker DeliveryWare in a load balanced or clustered environment.)

Length1 hour
Optional hands-on training+2 hours
PrerequisitesED101

ED209 Esker DeliveryWare Administration

This course is designed to for administrators of the Esker DeliveryWare. It covers all aspects of the Esker DeliveryWare management console – Esker Administrator.

Length3 hours
Optional hands-on training+2 hours
PrerequisitesED101, ED205, ED211

ED210 Esker DeliveryWare Connectors

This course defines Esker DeliveryWare input and output connectors and their specific functions.

Length2 hours
Optional hands-on training+2 hours
PrerequisitesED101, ED205, ED211

ED211 Esker DeliveryWare Architecture

This course defines a delivery transport, how a job flows into Esker DeliveryWare and how data is stored on the server.

Length2 hours
Optional hands-on training+2 hours
PrerequisitesED101, ED209

Feature-specific courses

ED212 Esker DeliveryWare Faxing and AIR

This course is an overview of routing inbound faxes and of the fax clients available with Esker DeliveryWare.

Length1 hour
 Optional hands-on training+2 hours
 PrerequisitesED101, ED209

ED214 Esker DeliveryWare Rules and Designer

A hands-on overview of Esker DeliveryWare Rules Designer and its use to solve common application output integrations. This course is primarily hands-on.

Length1-2 days
 PrerequisitesED101, ED209, ED211

ED219 Esker DeliveryWare Archiving

This course describes the purpose and setup of message and document archiving.

Length3 hours
 Optional hands-on training+2 hours
 PrerequisitesED101, ED209, ED211, ED214

ED224 Document Formatting using Crystal Reports®

This course focuses on Crystal Reports basics and enhanced forms design within DeliveryWare Rules.

Length3 hours
 Optional hands-on training+2 hours
 PrerequisitesED101, ED214

ED252 Esker DeliveryWare connectors for SAP

This course describes SAP® output, communication, and integration with Esker DeliveryWare using the Output Connector for SAP or Fax Connector for SAP.

Length3 hours
 Optional hands-on training+2 hours
 PrerequisitesED101, ED205, ED211, ED214

Advanced Courses

ED401 Esker DeliveryWare Traces and SNMP

This course describes how administrators of Esker DeliveryWare can set up tracing to log information for individual components.

Length1 hour
 Optional hands-on training+2 hours
 PrerequisitesED101, ED209, ED211

Esker Professional Services fees

Esker DeliveryWare training may be performed on-site at your location, or remotely via the Web. On-site training is charged at A\$1,500 per business day plus expenses*. Web-based training is charged at A \$800 per 4-hour session.

*If applicable, expenses include airline fares, local transportation, accommodation, per diem meals, and other any course-related incidentals.

If less than 14 days cancellation or postponement notice is provided, a surcharge of 25% will be incurred.



For more information, please contact:

Esker Australia Pty Ltd ■ Unit 13 ■ 9-11 Chaplin Drive ■ Lane Cove NSW 2066 ■ Australia
 Tel: +61 2 8596 5100 ■ Fax: +61 2 8596 5175
 www.esker.com.au ■ info@esker.com.au