



## Professional Customer Training

### *Training Options*

#### **Introduction**

DeLorme is committed to ensuring that every customer is provided with the information and resources that are necessary for the efficient use of the product in which they have invested. To that end, we offer formal training for you and your associates to help you learn how to use the software in a productive and effective way. There are several training options available, each of which is outlined below.

Note that every DeLorme product includes extensive help resources built into the software. Before considering a formal instruction program, take time to review what is currently available by clicking the **Help** button on the title bar. This is the most convenient and cost-effective way to learn about the features and functions of the product.

#### **Custom Group Training**

A group training program can be delivered at DeLorme's on-site training facility, at the customer's site, or via the Internet. Each class will be customized to meet the specific requirements of those being trained and, if possible, it will include samples of the type of data and scenarios that will be used by the customer.

##### **Training at DeLorme**

DeLorme's training facility in Yarmouth, Maine can accommodate up to 15 attendees at one time. The duration of a class will depend on the product being taught and the level of detail required. If hands-on experience is required during the class, each attendee should bring their own laptop computer. Typically a full day is sufficient to cover all aspects of the software however more focused training can be completed in half a day. Each training program includes the following:

- Instructor-led presentation or hands-on instruction
- Sample datasets for practical application
- Printed training materials (if applicable)
- Lunch (for all-day classes)
- Complementary follow-up assistance by phone or email for 30 days after the class

The cost for a full day training program for up to 15 attendees is \$2,400 and for a half day, the cost is \$1,500. Multi-day training programs can also be arranged as needed.

##### **Training at the client's site**

Onsite training can be delivered at a venue that is convenient for the customer. Note that it is the responsibility of the customer to arrange a suitable training room and if hands-on experience is required, to provide computers for those who will attend. The number of attendees is limited to 24 or by the capacity of training facility. Each training program includes the following:

- Instructor-led presentation or hands-on instruction
- Sample datasets for practical application
- Printed training materials (if applicable)
- Complementary follow-up assistance by phone or email for 30 days after the class

The cost for an onsite training program for up to 24 attendees is \$2,400 per day (half-day training is not an option for onsite training). The customer is responsible for reimbursement of the instructor's travel expenses.

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## Professional Customer Training (continued)

### Training Options

#### Custom Group Training (continued)

##### Web-based training

Instructor-led Web-based training involves the transmission of the view of instructor's computer screen to a Web site to which each attendee will be assigned access. This allows the attendee to see a thorough demonstration of the product with complementary voice communication using a standard telephone line. The cost of a Web-based class is determined by duration of the class and the number of attendees:

Number of Attendees	Training Cost per Hour
1 - 2	\$100
3 - 5	\$200
6 - 10	\$300
11 - 15	\$400

Each class can be simultaneously accessed from up to 15 different locations at no additional cost.

DeLorme's online training service offers the option of recording the class (both the on-screen presentation and the accompanying phone-based instruction) in Windows Media Player format. This recording can be provided to the class attendees as a supplement to the live session. The cost for this service is an additional \$50 per hour.

Each online training program includes the following:

- Instructor-led presentation
- Sample datasets for practical application (if applicable)
- Complementary follow-up assistance by phone or email for 30 days after the class
- Optional recording of the class

#### Scheduled or Public Training

Based on demand and the availability of instructors, scheduled product training sessions are periodically offered at DeLorme headquarters in Yarmouth, Maine and at key locations throughout the U.S. These classes are the most cost-effective way for individuals or small groups to receive personal hands-on training. Typically a full day of training will cost \$200 although this will vary depending on the product and duration of the class. Notification of such classes is made in DeLorme's Professional Newsletter ([www.delorme.com/customerservice/newsletters.aspx](http://www.delorme.com/customerservice/newsletters.aspx))

#### Training on Demand

DeLorme's Technical Support Representatives are available for on-the-spot training assistance on an as-needed basis. Usually the first 15 minutes of this type of training are free and thereafter a fee of \$25 for every additional 15 minute block will be charged. For training on demand, please call 207-846-8900 and make sure to have a credit card number available.

#### More Information

To arrange a training class or for more information, please contact David McKittrick at [training@delorme.com](mailto:training@delorme.com) or 207-846-7020.