

# *Arcserve is committed to helping IT partners and customers like you succeed*

Enhance your professional credibility and recognition and add value to your services portfolio

## *To foster growth, you have to:*

- Anticipate new requirements
- Assess current capabilities and future needs
- Design and implement new solutions

This is why Arcserve offers UDP Certification Trainings.

Attendees will leave with the knowledge, skills and confidence to successfully deliver a professional customer engagement with a high degree of customer satisfaction.

## *A few words regarding Arcserve's partner certification program:*

- Partners expect and are looking for certification acknowledgment
- Arcserve's official partner training has been developed by Arcserve consultants based upon 20 years of real-world design and deployments experience

Our ethos is to provide training that delivers knowledge and confidence.

***Our Training is 100% hands-on and built around a real-world scenario which encompasses approximately 85% of typical customer engagements.***

## *Benefits to Partner Certification:*

- Partner certification enhances your professional credibility and recognition - adds value to your services portfolio
- Enables you to sell added value to potential software/hardware opportunities
- Maintain and support your Arcserve environment
- Enables you to sell a complete solution end-to-end
- You become the "trusted advisor" for the customer
- Empowerment through certification can help to ensure solid customer experience thereby reducing the potential for Arcserve support calls

***Partner Certification Track:***

There is a four day class consisting of both theory and hands-on labs.

Each attendee has their own lab environment in an effort to enhance their learning process.

Upon successful completion of both a practical and written exam, the class participant will receive an individual certification of completion and the partner organization will receive the partner certification:

***Certifications:***

***Arcserve Certified Technical Consultant***

***Arcserve Certified Partner***

***Ongoing Certification Requirements:***

- Attend monthly Arcserve Webinars as applicable
- Quarterly business and technical review
- Present a technical case study of your choosing on a quarterly basis (for non RHA partners)
- For partners deploying RHA opportunities, a selected case study will be required

For certification dates please review the professional services training calendar.

***Training Location:***

IT Support Limited  
5th Floor, Hampton by Hilton,  
42 - 50 Kimpton Road, Luton, Bedfordshire, LU2 0FP

If you have any further questions please contact:

**David Ross**, Director of Professional Services – [david.ross@arcserve.com](mailto:david.ross@arcserve.com)