



Global Knowledge®



# Cisco Learning Solutions

Central and Eastern Europe's  
leading and most flexible  
Cisco Learning Solutions  
Partner (CLSP)

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## Cisco and Global Knowledge helping you to increase productivity, return on investment and competitive advantage.

People are the greatest asset in every business and optimising their collaborative power is the key to enhancing business efficiency.

Cisco technology can help all types of business, from large corporates to SMEs, to deliver reliable connectivity for all your communication needs – from voice and data to video and wireless.

We are the world's leading and most trusted Cisco Learning Solutions Provider. Combining our global expertise with local presence in the Central and Eastern European region, we consistently deliver high quality learning and development programs. All our Cisco instructors are qualified to deliver programs on the very latest Cisco technology, helping you to achieve the level of certification that you need.

**We provide learning for Career Certification, Partner Certification and Advanced Technologies Certification in all of the following areas:**

- **Routing and Switching**
- **Design**
- **Security**
- **Service Provider**
- **Storage Networking**
- **Voice – Unified Communications / Collaboration**
- **Wireless**
- **Data Center / Virtualisation**

### Cisco Sales Essentials (CSE)

In addition to the technical programmes, we also provide the Cisco Sales Essentials (CSE) programme for account managers, sales engineers and all sales focused employees.

This programme helps the entire sales team to understand the scope of Cisco solutions, the business value of Cisco architectures and solutions, the types of needs that these solutions address and the key technologies that make these solutions possible. CSE also prepares the sales team for Cisco sales certifications.

#### Competitive Advantage...

Staying ahead of the technology curve gives you a better chance of staying ahead of your competition.

#### Productivity...

Every hour of end-user and IT professional training returns an average of at least five hours productivity to the enterprise.

#### Return on Investment...

The proficiency and skill with which people can perform their jobs using technology effectively and efficiently contributes to organisational success and return on investment.

## Cisco Career Certifications

For many organisations and individuals, Cisco Systems Certification is a key objective. As the world's leading and most trusted Cisco Learning Solutions Partner, we have the capability and flexibility to deliver the full range of Cisco Certified training solutions in Central and Eastern Europe.

The career certification programme has five certification levels:

- Entry
- Associate
- Professional
- Expert
- Architect

### Cisco Qualified Specialists

The Specialist designation certifies the expertise of experienced technical professionals, and those who have earned associate or professional-level Cisco career certifications.

By earning specialist certifications, network professionals can enhance their core networking knowledge in technologies such as:

- Networking
- Security
- Unified Communications
- Data Center
- Unified Computing System
- VCE (VBlock)

### Advanced Level Architecture Specialisation

The Advanced Level Architecture Specialisations allow you to build a compelling Cisco story on end-to-end architecture solutions. This gives you the opportunity to explore multiple technology solutions with your clients, giving them a broader and more integrated solution.

The three specialisations are:

- Borderless Networks
- Collaboration
- Data Center

Global Knowledge provides a comprehensive portfolio of learning and development programs to cover all three architecture specialisations, from both a technical and sales perspective. These complement the broad range of programmes available for specific technology areas.

*"We look forward to providing Cisco partners with a competitive advantage by enabling them to support their customers' desire to strategically align business processes with emerging technologies."*

**Brian K. Branson, Global  
Knowledge President and Chief  
Executive Officer**

## Business Architect Transformation Program

We have developed the Business Architect Transformation Program to help you to increase your competitive advantage and position yourself as a strategic technology partner for your clients.

The programme will enable you to:

- Develop talented Account Managers into Business Architects with accomplished business analysis and business process consulting skills
- Transform the traditional Account Manager from a customer relationship role to a trusted consulting resource who can align the activities in business transformation with the customers' business strategy
- Elevate the engagement level with end customers from IT/purchasing to the CXO
- Give Business Architects the skills to develop and secure an enterprise business architecture solution that helps customers improve and optimise their business processes

Using a toolbox of models, methods, processes, frameworks, and templates, the programme helps you to develop a repeatable, systematic approach to analysing customer business requirements, defining business value, and implementing business-relevant architected technology solutions.

The programme will help you to develop skills in the following areas:

- Enterprise Business Architecture
- Business Analysis
- Business Process Consulting
- Advanced Consulting Skills

### Stages of the Business Architect Consulting Lifecycle

The Business Architect Consulting Lifecycle is the next evolution in selling complex technology solutions. By following the steps of the lifecycle, you will be able to optimise the length of your sales cycle, increase your share of customer spending, and create stronger, more strategic relationships with your clients.

The Business Architect Consulting Lifecycle has five phases:

1. Engage
2. Gather and Analyze
3. Build and Validate
4. Present and Gain
5. Implement and Evolve

## Cisco Learning Credits

The Cisco Learning Credits Programme enables you to simultaneously purchase training, and Cisco hardware, software, or services either directly from Cisco or from a Cisco Reseller. By purchasing training in bulk and up front, you can simplify your administrative processes, saving time and money.

The Cisco Learning Credit Programme allows you to:

- Identify training needs when you purchase new Cisco equipment rather than obtaining training as an afterthought
- Work with Global Knowledge to develop a tailored training programme to allow you to optimise your Learning Credits
- Streamline the administrative process by reducing expense reimbursements and by creating a single budget and purchase order.

Cisco Learning Credits can be used to purchase any form of Authorised Cisco Training - instructor-led in the classroom or self-paced e-Learning.

You can use the Cisco Learning Credit Management Tool to view credit balances, review account transactions, generate reports, and monitor courses taken by individuals and departments.

*"We've created a cohesive programme that provides partners with skills that drive real and sustainable individual and organisational change. We are uniquely positioned to deliver this complex change programme because of our comprehensive curriculum of technical, sales, business architecture, business analysis, and business process consulting coupled with our Cisco Learning Solutions Partner status."*

**Ali Hawksworth, Global  
Knowledge Worldwide Cisco  
Business Development Director**

# Global Knowledge Training Portfolio

The strength of our position in the global market is reflected in relationships we've built with the world's leading technology vendors. Working across a number of technology areas allows us to provide you with customised learning and development programmes for your business and individual learning requirements.

## **Microsoft**

We have over 15 years experience in delivering Official Microsoft Training, and have the ability to create tailored solutions to meet specific customer needs. We have formed a strong partnership with Microsoft to ensure that the Microsoft training and certification solutions available to our customers include the latest technologies.

## **VMware**

We are leading the market in providing VMware training programmes. In addition to standard VMware programmes, we are authorised to deliver VMware, Cisco and EMC combined programmes, following the alliance that these technology leaders created.

## **Citrix**

Virtualisation is on the rise - and so is the demand for IT professionals with virtualisation skills. Citrix creates a flexible resource that enables the delivery of any application, to any user on any device. Citrix training and certification provides a unique competitive advantage with improved productivity and cost savings.

## **EMC**

Through our partnership with EMC, we deliver training courses that enable you to design, build and manage flexible and secure information infrastructures. We have a broad array of training programmes across many of EMC's storage platforms, application software and solutions.

## **Avaya**

With the acquisition of Nortel Enterprise Services (NES), Avaya has enhanced its strategic position. The integration of the former NES product portfolio has further defined Avaya's vision of communications systems powering enhanced business effectiveness. We can help you to become an expert on Avaya Data Networking, Communications Systems, Applications, and Services with our high quality hands-on training solutions.

## **EC Council**

Our EC-Council courses help organisations and individuals to build the skills to create a secure IT environment. By providing learners with the knowledge needed to attack a system, we equip them with the skills to take preemptive measures against malicious attacks, while staying within legal limits.

## **Blue Coat**

We deliver a full range of programmes for the Blue Coat Application Delivery Network Infrastructure Solutions. These are designed to help you to contain network and bandwidth costs, enhance business productivity and mitigate exposure to evolving web threats. All programmes include real-life scenarios with hands-on lab experience.