

KNOWLEDGE SERVICES BROCHURE



Custom Training

Accelerate time to value with personalized learning tailored to your business

At Kinaxis®, we recognize that no two companies are the same. You have unique business processes, data, culture and learning needs when it comes to RapidResponse®.

Kinaxis Custom Learning is designed to fit your company's knowledge needs 'to a T'. We'll collaborate with you to understand your specific requirements, and then our highly experienced team will tailor a solution from a light touch to a robust scalable formal program that's exactly right for you.

With our flexible Custom Learning options, you get exactly the training your team needs to accelerate RapidResponse time to value, support change and business readiness, and increase end user adoption.

Why Custom Learning?

- ▶ Accelerate RapidResponse user adoption and ensure business readiness by enabling your team to learn in the context of your business processes, data and culture
- ▶ Realize faster return on investment with training customized to your business goals and objectives.
- ▶ Improve employee engagement by giving them the skills and knowledge to do their job successfully
- ▶ Benefit from the knowledge of certified RapidResponse experts you won't find anywhere else in the industry

It's called "custom" for a reason

The sky's the limit with our Custom Learning offerings. We'll advise and assist you in creating a completely made-to-order, personalized experience while keeping in mind the size and scope of your RapidResponse footprint and audience.

Standard offerings

Performance Support	Hands-on instructor-led
User Guides	Creation of made-to-order content
Custom task flows	Custom training environment creation
Micro-learning	Standard courses with custom exercises
Made to order video	Applied learning in your own training environment
Custom test creation	Workshops based on a specific business function
Reference guides & FAQs	Personalized classes with custom agendas

Custom training environment

Speed up time to value and usage with how-to workshops to guide your users through RapidResponse. We create and maintain a scalable training environment using a snapshot of your own data.

Formal custom - day-in-the-life training

Built around your user stories, we'll walk your team through daily life within RapidResponse, delivering training specific to your company and their roles. Day-in-the-life training reinforces learning with custom content and practical hands-on exercises.

Standard courses with custom exercises

Combine fundamental concepts with custom exercises built around your business processes and data. It's the ideal option for new planners or new sites, letting you choose any of our courses and delivery methods.

Applied learning

Learn by doing with our applied learning, which integrates a classroom approach with real-life situations using a copy of your RapidResponse environment. Our standard courses show best practices, while the hands on exercises deliver practical skills your team can apply to their daily roles immediately. We collaborate with your own business subject matter experts for a unique blended delivery experience that provides context and meaning for your end users.

Custom videos

Videos are the ideal vehicle for delivering consumable learning. We'll work with you to identify the concepts you want to reinforce via custom videos and create assets that are readily available to your team in the Kinaxis Learning Center. Videos can be instructional in design or used to walk your users through your end-to-end RapidResponse solution, enabling them to understand their role in the context of the entire implementation.

Custom testing

Minimize support requirements by prequalifying your users based on key skills. Let us help you develop testing aligned to your business goals and user requirements before you provide user access to RapidResponse.



Kinaxis Learning Center integration

All custom content, training environments and performance support content can be delivered through our Kinaxis Learning Center. Combine the best practice and always current standard product training with customized content tailored to your audience in a global scalable platform.

Have you developed your own internal or 3rd party content you want to deploy? We can help with that too! Your own content can be added to our learning center to provide a single platform for skills development. You can test, track and prequalify your users. We'll also provide monthly analytics and reporting so you have insight into the training activities and accomplishments of your entire team.

A trusted partner you can count on

We've invested in a team of certified industry experts, content developers, digital content creators, editors, certified learning architects and consultants who bring years of experience to the table in supply chain management, RapidResponse and adult learning best practices. Our experts will work closely with you to design, develop and deliver customized learning that fits your company's needs, timing and goals.

You've made a great decision choosing RapidResponse – now let Kinaxis Knowledge Services empower you with the knowledge, skills and confidence to achieve supply chain planning excellence.

Want more information?

For more details email knowledge@kinaxis.com or visit us online at kinaxis.com/knowledge-services.