



Kinaxis Knowledge Services

Your trusted knowledge advisor

You've heard the saying, "knowledge is power?" At Kinaxis[®], we think the same. In fact, we recognize knowledge is the key to unlocking RapidResponse[®] success – including increased supply chain performance, greater efficiencies and lower operational costs.

It's why we created Kinaxis Knowledge Services.

Led by thought leaders with careers dedicated to enterprise software education, and staffed with highly experienced and certified practitioners, Knowledge Services has the unmatched experience and know-how to guide learners on their learning journey – wherever it takes them.

Knowledge = Rapid time to value

Our customers have made it clear what they want from their RapidResponse investment – rapid time to value. The best way to achieve this and accelerate user adoption is by building, reinforcing and deepening RapidResponse skills on an ongoing basis.

Modern knowledge model

Forget “binge” education. We take a continuous modern learning approach that mixes formal and informal methods, and includes self-directed discovery, digital content and access to experts – all built on cloud-based scalable global platforms.

Whether your user base includes seasoned experts, experienced users or individuals just starting out on their RapidResponse journey, we can address any learning need through:

- ▶ A wide range of programs and offerings
- ▶ Always current content
- ▶ Delivery by experts
- ▶ Comprehensive role-based learning paths
- ▶ A robust RapidResponse certification program
- ▶ Scalable global learning platform

Wide range of programs and offerings



Continuous learning subscriptions

Maximize results • Best value

Enterprise Learning Subscription

Individual Learning Subscription

Virtual Classroom Subscription



À la carte learning

Pay-as-you-go

Virtual Classroom

Private Classroom

Learning Services

We get it. No two customers are the same – each has its own specific learning needs, style preferences and budget. That’s why we offer a full range of programs and offerings served up in either subscription or à la carte format.

With your specific needs and our decades of experience, we’ll partner to design a solution that meets your learning and budget requirements.

Always current content

RapidResponse knowledge is in our DNA. A specialized team of certified RapidResponse experts and content developers creates all learning content. They work with Kinaxis product development and Center of Excellence teams, as well as other Kinaxis experts, from the inception of new product requirements through to their release in the latest version of RapidResponse.

That means you'll always have access to the most current content – designed using adult learning principles and best practices. And it gets better. Kinaxis course completions are recognized for credit by professional associations, including APICS and ISM.

Delivery excellence

Excellent content is great but it's only part of the story. We've invested in a team of expert, certified learning architects and consultants who bring years of experience to the table – in supply chain management, RapidResponse and adult learning best practices. You won't find a more experienced or knowledgeable delivery team anywhere else.

Comprehensive role-based learning paths

In partnership with a cross-functional group of RapidResponse experts, Knowledge Services has defined five standard role-based learning paths to support users across different functional and technical skills, and knowledge requirements. We base our methodology for all learning programs on these learning paths.

RapidResponse training is organized by role:



By following these paths on their learning journey, users can progress in a logical way from basic skills, through intermediate, advanced and, ultimately, to mastery, all in the context of their role.

Robust RapidResponse Certification Program

Led by a certification industry leader and designed according to certification best practices, the Kinaxis certification program compares with some of the largest software vendors in the industry.

Validate the skills of your RapidResponse project team, center of excellence or broader user community with the same certification program used by Kinaxis internal teams and the Kinaxis partner community.

Scalable global learning platforms

Whether your choice is continuous learning subscriptions or our à la carte options, have confidence in knowing your learning experience is built on modern, cloud-based, scalable global platforms.

Self-directed learners can access the Kinaxis Learning Center 24 x 7 x 365, where they'll find content served up in an easy to navigate interface – complete with self-serve knowledge checks, personal transcript reporting and certificates of completion.

With seamless access to hands-on RapidResponse learning labs, learners can experiment with RapidResponse in a safe environment, without any risk of impacting company data.

Why Kinaxis Knowledge Services?

- ▶ Achieve faster time to RapidResponse value with continuous role-based learning designed to increase solution proficiency.
- ▶ Tap into the experience of seasoned experts and advisors who partner with you to think strategically about your ongoing knowledge roadmap, not just short-term tactical requirements.
- ▶ Benefit from certified experts who bring together supply chain management, RapidResponse, and adult learning best practices.
- ▶ Validate user skills and gain competitive advantage through industry-recognized training and certification.
- ▶ Drive higher global acceptance with knowledge programs and platforms purpose-built for a global audience.
- ▶ Enable your user community to take advantage of learning in real-time with content continually infused with the latest RapidResponse capabilities and best practices.

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?

Interested in finding out more? Contact us at knowledge@kinaxis.com or visit us online at kinaxis.com/knowledge-services.



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