

Customer-Centric Training



LEGATO

Keeping the World's Business-Critical Information Available

**Advantage
through
Automation**

Agenda

- **Training as a key success factor**
- **Legato's education initiative**
- **Global Knowledge alliance**
- **Partner training opportunities with Legato and Global Knowledge**

Training As a Key Factor for Customers' Success

- **Highly trained staff are crucial to customer success because:**
 - **Environments are complex**
 - **Heterogeneous hardware and software**
 - **Customer responsible for integration**
- **Crucial business systems depend on competent customer staff**
- **Customer training makes the customer more self-sufficient – reduces need for support**
- **Training increases employee satisfaction/retention**

Training As a Key Factor for Partners' Success

- **Customers value partners that are well trained on Legato products**
- **Trained partner staff are a key competitive differentiator**
- **Training increases employee satisfaction/retention**

Training = Win + Win + Win



Legato's Education Initiatives

**Building
the team**

**Investing
in content**

**Positioning
for worldwide
growth**

**Increasing
certification
credibility**

Legato's Education Initiative #1

Building the Team

- **Technical training**
- **Sales training**
- **Channel training**
- **Employee and management training**
- **Seasoned Legato Education management professionals**

Legato's Education Initiative #2

Investing in Content

- **New NetWorker 6 courses are built and being rolled out**
- **New courses will be built for NetWorker NAM's (example: Oracle)**
- **Development team augmented by current instructors and partners**
- **All products will eventually have updated training material**

Legato's Education Initiative #3 Increasing Certification Credibility

- **Testing policies and practices to conform to highest industry standards**
- **Legato spending on certification development and delivery to increase 10x in 2001**
- **Independent testing at 3200 authorized testing centers worldwide 3Q01 to increase exam availability, security, and candidate verification**
- **Exams are being completely re-written using multiple exam forms, beta testing of individual items**
- **An additional level of instructor certification**

Certification Credibility Benefits to Partners

- **Building brand equity in Legato Certification**
- **Increased industry recognition of knowledge and proficiency with Legato products and technologies**
- **Multiple levels of certification for NetWorker designed to validate knowledge to plan for, install, administer, configure and maintain NetWorker in enterprise environments**
- **Logos and certificates to enable you to identify your Legato Certification status to colleagues and clients**

Certification Credibility Impacts on Partners

- **New Certification programs are being phased in over a transition period (old Certifications will be “grandfathered” in the meantime)**
- **Limited exam availability as new Certifications are being phased in**
- **No more end-of-class Certification exams included in Legato training materials**
- **Students and employees required to go to authorized testing centers**
- **Exams forms will be more varied, delivered in multiple forms, and encompass wider domain expertise**
- **At highest (Professional) levels of certification, multiple exams will be required to achieve**

Legato's Education Initiative #4 Positioning for Worldwide Growth

- **Goal:** Support sales/revenue **GROWTH** by growing number of **QUALIFIED** technical people with Legato product knowledge/skills worldwide
- **Strategy:** Outsource **DELIVERY** of technical training
 - Exploit the resources of experienced worldwide training company
 - Consistent marketing, facilities, infrastructure, logistics, and operations worldwide
- **Focus** Legato resources on developing customer-centric **CONTENT** – improved quality, more timely, and aligned with product direction

Worldwide Growth Benefits to Customers

- **Increased focus on the overall training experience, from registration through attendance and evaluation**
- **Growing list of worldwide training venues**
- **Higher quality and quicker releases of training materials as Legato focuses its resources on training development**
- **More rigorous certification process on Legato products, leading to a larger pool of more qualified employees for the customer**
- **Ability to participate in volume purchase plans covering all IT training (in addition to Legato product training)**

Worldwide Growth Benefits to Partners

All of the customer benefits (above) plus:

- **Significantly expanded marketing of classes will increase market awareness of Legato products and generate more customer opportunities**
- **Improved training material for use by certified trainers in partners' sales/services engagements**
- **Ability to contract to provide training development projects**
- **Ability to contract to provide training delivery**
- **Expanded worldwide pool of highly-trained people**

Worldwide Growth Impacts on Partners

- **Terminated the former ATC program**
- **Designated a single worldwide “Authorized” open-enrollment delivery provider**
- **Certification is moving from the classroom to an independent testing provider**
- **Introducing another player into partners’ relationship with Legato and customers**

Global Knowledge

World's Largest Independent IT Trainer

- **Leader in Blended Learning Solutions: combining classroom and e-learning**
- **Over 700 Proprietary and Vendor-authorized courses**
- **More than 30 Virtual (V-learning) courses delivered live over the web**
- **More than 200 e-learning (browser-based) courses**
- **e-learning software platform (Knowledge Pathways) to manage the content**
- **#1 worldwide market share of Cisco training**
- **#1 worldwide market share of Nortel training**
- **#1 worldwide market share of Linux/Red Hat training**
- **#1 worldwide market share of Enterasys training**
- **Worldwide Footprint to deliver in 20 countries and 15 languages daily**
- **Taking Network Storage Seriously – Legato Partnership**

Global Knowledge Footprint To Serve Multi-Nationals



70 locations, 20 countries, 15 languages

Status of the Global Knowledge Legato Program

- **Press release of Legato and Global Knowledge alliance on April 10, 2001**
- **Establishment of USA West Coast facility in Santa Clara, CA in April, 2001**
- **Delivered Networker 6.x NT/2000 Administration Course in USA West Coast Facility May 14, 2001**
- **Establishment of EMEA Netherlands on May 8, 2001**
- **Schedule Networker 6.x Unix Administration Course in EMEA Netherlands May 15, 2001**
- **Schedule Advanced Networker Administration for Unix/NT/2000 in USA West Coast Facility June 19, 2001**
- **Schedule Networker 6.x Unix Administration Course in Asia Pacific Malaysia June 2001**
- **Worldwide sales training presentation of Legato Product Training throughout Global Knowledge worldwide**

We Recognize The Impact on Some Partners' Businesses

■ We believe:

- This is a positive change that will mature Legato Training and Certification into the mainstream of Network Storage
- We will improve your business opportunities through our coverage and marketing
- We can enhance your sales of product and services by training more customers to purchase Legato solutions

■ In the Long Run:

- Global Knowledge will expand the value proposition of Legato products
- Increase business through marketing of Legato Product Training
- Assist in creating a more experienced and knowledgeable Legato user
- Increase the brand recognition of Legato worldwide

Examples of Partner Cooperation with Global Knowledge

■ Facilities

- Rent partner's facilities for training

■ Instructors

- Provide Instructors for training in Legato courses
- Support for foreign languages

■ Accounts

- Partners have the ability to service their accounts and perform private sessions or resell Global classes
- Partners identify opportunities in different geographies
- Provide a more complete solution to your customers

■ Expansion of Network Storage Curriculum

- Opportunities to develop additional Network Storage Curriculum

We Will Work Together to Make the Business Bigger for All of Us

- **Close working relationships with Legato Channel Partners to create win+win+win**
- **Establishment of global presence to client base**
- **Training packages to promote product certification**
- **Involvement with Legato Sales and Channel Partners**
- **More opportunities to service the customer**

What Can Global Knowledge Provide to Legato Partners?

- **Joint Sales and Marketing Agreement**
- **Commission for sales of training packages**
- **Full suite of Global Knowledge Courses for qualified partners to resell**
- **Assist in formal product training of Legato Partners**
- **Worldwide coverage to extend your reach**

Summary

- **Training as a key success factor**
- **Legato's education initiative**
- **Global Knowledge alliance**
- **Partner training opportunities with Legato and Global Knowledge**

Training = Win + Win + Win

