

ART can provide bespoke training, ensuring your staff is fully conversant with your new EPoS system as quickly as possible. Delivered by EPoS software professionals, training is tailored to suit the various groups of users within your business and it is highly recommended that we train up key people within your organisation, so they can, in turn, train the rest of the staff.

Our trainers have extensive knowledge of the retail industry, and so have a good understanding of the problems and frustrations that can get in the way of business success. As such, each training course is packed full of tips and helpful advice to ensure you get the most out of your TraXs system. Front of house products, in particular, are very easy to use, calling for minimal training, and back office functions are also fairly simple, using web-based pages that are familiar to most users.

We appreciate that all staff have busy schedules, which is why we offer a flexible delivery policy whereby any two- or three-day course can be offered on individual days to suit staff availability. In addition, training will be delivered on-site, further minimising disruption to staff.

Training is not a one-off event, and to ensure your staff keeps abreast of new releases and developments, we offer upgrade courses that can be attended as many times as you want. ART training will thus keep your team's skills up-to-date and help them get the most out of product enhancements.

>> Go-Live Support

Even after receiving our extensive training, some customers choose to have further support in the immediate period after their EPoS installation. This comes in the form of 'Go-Live Support', an essential supplement to training, which enables users to obtain expert guidance in how to accomplish tasks.

With 'Go-Live Support', the primary role of the trainer is to provide support, guidance and expertise to help increase staff confidence in using their new ART system. This includes providing guidance with end-user queries, delivering

supplementary system training and channelling technical queries to the ART helpline. The length of the 'Go-Live support' programme and the number of trainers present on site typically depends on staff numbers and the complexity of the system.

>> Benefits of Go-Live Support

- Provides a safety net for those less confident with change
- Avoids site management becoming too involved with implementation issues
- Minimises disruption to the day-to-day operation
- Assists staff in using correct procedures and encourages consistent best practice in all EPoS activities
- Addresses issues as they occur
- Ensures smooth transition from the existing to the new system.

