



ACCRUENT ACADEMY

CUSTOMER TRAINING CATALOG

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INTRODUCTION AND TRAINING METHODOLOGY

The Accruent Academy delivers both standard and custom-built Instructor Led, eLearning, and Microlearning training courses for all Meridian users. The training courses are aligned with the different phases of the implementation and will give your organization the expertise that it needs to utilize and maintain our products.

To successfully adopt new solutions and ensure maximum product satisfaction it is important that training addresses the needs of your users. A 'Training Needs Analysis Workshop' can be conducted together with your core project team to understand the training requirements of the organization and develop a Training Plan to meet those requirements. This Training Plan includes the training details per training course: i.e. training curriculum, Learning Management System setup, exact duration of courses, and planning for the courses.

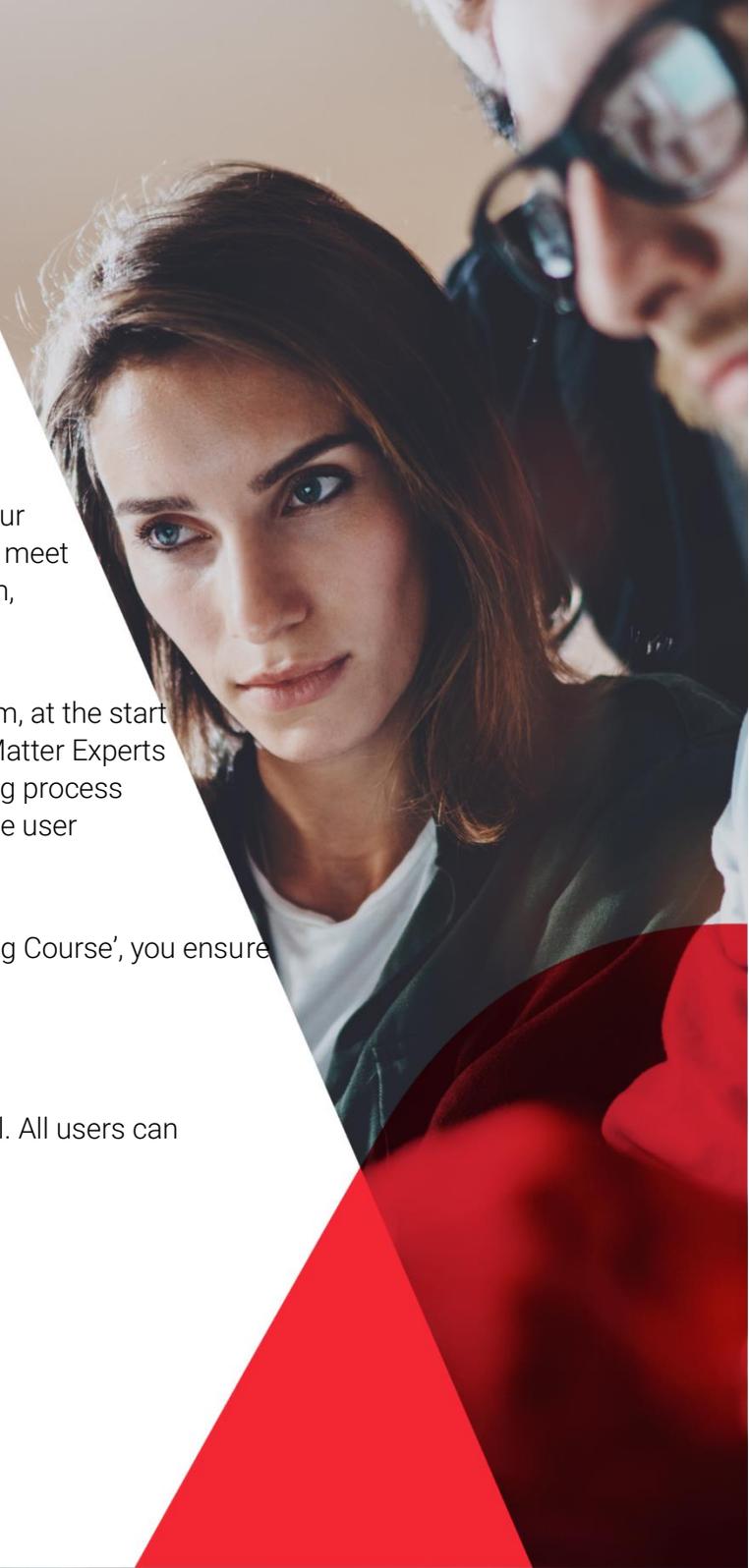
The Academy provides the 'Meridian Server Fundamentals Training Course' for the core Meridian project team, at the start of the project, to show all functions and features of the Meridian Solution. By training Key Users, or Subject-Matter Experts (SME's) through our User Acceptance Training Course, you will experience a smooth User Acceptance Testing process with everyone having the correct knowledge for executing their tasks. You also ensure that you create a stable user community when rolling out your new solution, increasing the user adoption rate.

By training your administrators and application managers through our 'Meridian System Administrator Training Course', you ensure that they have the knowledge to successfully maintain and operate Meridian.

Before go-live we provide standard or custom 'End User' training via eLearning.

Accruent's online learning environment; the 'Accruent Academy Learning Center' is accessed through a portal. All users can start their Meridian training at any point of time in this portal and track their training completion.

If you already use an internal Learning Management System, Accruent Academy can provide custom or standard eLearning courses in SCORM format that can be uploaded to your Learning Management System and used to train all users continuously.



DELIVERY FORMATS OF LEARNING

ELEARNING



Accruent's online learning environment — the Accruent Academy Learning Center — is web-based and can be accessed online with an internet connection. Attendees can register and connect from anywhere in the world and access all training content at any point in time.

All online curricula contain interactive eLearning modules to learn content, simulated exercises for real time application practice, and knowledge checks to ensure content comprehension. Training completion information can be extracted through reporting, by the assigned training coordinator, and uploaded into your HR system.

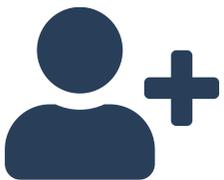
INSTRUCTOR LED TRAINING



Accruent classroom training courses are conducted in Austin, Texas, USA, and Hoofddorp, the Netherlands, as well as the customer's site upon request. The classes allow for a maximum of 10 attendees to ensure high engagement and personal attention.

Attendees are required to bring their laptops. Content is delivered via classroom presentation, and Accruent's cloud-based virtual machine is used to conduct hands-on exercises in the software.

CUSTOM-BUILT TRAINING



Accruent has its own training department with highly experienced Product Trainers and eLearning developers. We offer custom training courses for different users in your organization. Our team begins this process by scheduling a meeting with you to ensure we are aware of and can meet any training needs. Please contact our team if you would like to know more about our custom-built training possibilities.



MERIDIAN SERVER TRAINING PACKAGES

The Accruent Academy offers multiple types of product training via classroom and eLearning format, both standard and custom-built, for Meridian Server users. We offer these courses through training packages that contain training courses specific to the associated user role.

The following Meridian Server training packages are available for the different roles in your organization:

EXPLORER END USER

The Explorer End User training package is for Meridian Server end user consumers, view only users such as Maintenance Workers. These users will gain the basic understanding and skills required to use all standard functionality of the Explorer client. The training package contains 2 eLearning courses:

- Server Fundamentals
- Explorer | Server

POWER END USER

The Power End User training package is for Meridian Server end user contributors, editors, creators, and project teams. These users will gain the basic understanding and skills required to use all standard functionality of the Meridian Power and Portal clients. The training package contains 3 eLearning courses:

- Server Fundamentals
- Power | Server
- Portal | Server

SYSTEM ADMIN

The System Admin training package is for users that will fulfill the requirement to become the authorized support contact for their company. These users are the main point of contact for the Accruent Support team and are expected to serve as an internal resource to assist their users with functional and administrative needs. This training package will provide all the operational knowledge for end-users, as well as the technical expertise needed for a system administrator. This package includes hands-on training through our virtual classroom sessions to adequately prepare for the exam. The training package contains 5 eLearning courses, 4 virtual classroom sessions, and an exam.

- Server Fundamentals
- Explorer | Server
- Power | Server
- Portal | Server
- System Administrator
- System Administrator - Weekly Virtual Sessions
- System Administrator Exam

SYSTEM ADMIN ONSITE

The System Admin Onsite training package is for customers that want to train 5 or more System Administrators and prefer to hold that training onsite. This training package will provide all the operational knowledge for end-users, as well as the technical expertise needed for a system administrator. This package includes onsite hands-on training to adequately prepare for the exam. The training package contains 2 eLearning courses, 4 days of instructor led classroom sessions, and an exam.

- Server Fundamentals
- System Administrator
- System Administrator Onsite Session
- System Administrator Exam

	 EXPLORER END USER	 POWER END USER	 SYSTEM ADMIN	 SYSTEM ADMIN ONSITE*
 AUDIENCE	Meridian Server End Users: Consumers, Maintenance Workers, Viewers	Meridian Server End Users: Contributors, Editors, Creators, Collaborators & Project Team	Meridian Server IT Team Members, System Administrators	Meridian Server IT Team Members, System Administrators
 ELEARNING	Server Fundamentals ✓ Explorer Server ✓ Power Server Portal Server System Administrator	Server Fundamentals ✓ Explorer Server Power Server ✓ Portal Server ✓ System Administrator	Server Fundamentals ✓ Explorer Server ✓ Power Server ✓ Portal Server ✓ System Administrator ✓	Server Fundamentals ✓ Explorer Server Power Server Portal Server System Administrator ✓
 VIRTUAL CLASSROOM	System Administrator - Weekly Virtual Sessions	System Administrator - Weekly Virtual Sessions	System Administrator ✓ - Weekly Virtual Sessions	System Administrator - Weekly Virtual Sessions
 CLASSROOM*	System Administrator Onsite	System Administrator Onsite	System Administrator Onsite	4-day System Administrator Onsite ✓
 EXAM	System Administrator Exam	System Administrator Exam	System Administrator Exam ✓	System Administrator Exam ✓
 EXTRAS	-	-	-	Product Trainer onsite

* The "System Administrator Onsite" is only available for 5 or more System Administrators needed to be trained and with a maximum of 10 attendees. The duration of the training is 4 days and the price excludes Travel and Lodging.

MERIDIAN SERVER TRAINING COURSES

The Accruent Academy offers different types of product training via classroom and eLearning format, both standard and custom built, for Meridian Server Users.

MERIDIAN SERVER FUNDAMENTALS

Length

30 min

Training Type

eLearning modules

Course Overview

This course provides attendees with an overview of all the features and functions of Meridian Server. This training is meant for the Meridian Server Implementation Project Team and contains different eLearning modules which explain the key concepts needed to get started with Meridian Server. This training is also included in the 3 End User training courses.

Course Topics

- Meridian Administration
- Managing your Meridian Server Environment
- Distributing Documentation at large in your company
- Document Exchange with External Parties
- Cloud Analytics

Who should attend?

- Meridian Server Implementation Project Team
- All Meridian Server End Users

MERIDIAN EXPLORER | SERVER

Length

1 hour

Training Type

eLearning modules

Course Overview

This training course provides attendees with the understanding and skills required to use all standard functionality of Meridian Server Explorer. The training course contains different modules, interactive simulated exercises, and knowledge checks to ensure you know everything you need to know to use Meridian Server Explorer.

Key tasks: Viewing Documents.

Course Topics

- Explorer Interface
- Using Document View and Searching
- Viewing Documents and Comments
- Document Actions
- Collections and Packages
- Projects
- Tag Views
- Import Packages

Who should attend?

- Document Viewers
- Maintenance workers

MERIDIAN POWER | SERVER

Length

2 hours

Training Type

eLearning modules

Course Overview

This training course provides attendees with the understanding and skills required to use all standard functionality of the Meridian Server Power client. The training contains different modules, recorded lectures, and interactive simulated exercises to ensure you know everything you need to know to use Meridian Server Power.

Key tasks: Viewing, Creating, Editing, Approving Documents, and Sending Transmittals.

Course Topics

- Basic Navigation
- Accessing Existing Documents
- Working with Documents
- Workflow and Managed Change
- Advanced Actions
- Concurrent Engineering
- Create a Project Copy
- Release to Master
- Project Workflow
- Asset Management
- Managing Links

Who should attend?

- Meridian Server Implementation Project Team
- Engineers, Creators, and Editors
- Approvers

MERIDIAN PORTAL | SERVER

Length

1 hour

Training Type

eLearning modules

Course Overview

This training provides attendees with the understanding and skills required to use all standard functionality of the Meridian Server Portal. The training contains different modules, interactive simulated exercises, and knowledge checks to ensure you know everything you need to know on how to collaborate with external users using Meridian Server Portal.

Key tasks: Exchanging documents with external parties, routing documents through workflow for review and approval, downloading and uploading documents as an external party.

Course Topics

- Logging in for the first time
- Working with Projects Repositories
- Working with Review Packages
- Working with Quick Shares
- Viewing Documents

Who should attend?

- Collaborating End Users
- External contractors

MERIDIAN SERVER SYSTEM ADMINISTRATOR

Length

6 - 16 hours

Training Type

eLearning modules, virtual classroom

Course Overview

This in-depth training provides attendees with the understanding and skills required to use all standard functionalities of the Configurator of Meridian Server and the skills required to ensure successful maintenance of their Meridian Server Environment. The training focusses on the functionality used by administrators, including license and user management, backups, and all applicable day-to-day maintenance activities.

This training course is aimed at system administrators and/or application managers and will facilitate the installation and setup of the Meridian Server and its configuration options, to help you configure and maintain the Meridian Server solution for your organization. Upon completion, access to our Self-Service Center is granted to create support cases in the customer portal. Cases will be handled by the Accruent Support department.

This training course must be completed by at least two of your system administrators or application managers.

The training is delivered via a blended learning approach or onsite at a customer location. This is a combination of instructor-led virtual classes and eLearning courses. Blended learning offers flexible time frames and encourages you to learn at your own pace. Our Product Trainers bring in-depth knowledge through virtual classroom sessions and our eLearning courses support the learner not only throughout these sessions but also ongoing, in their day-to-day jobs. This course contains four virtual instructor-led sessions.

Key tasks: Configuring, Maintaining, Installing and Applying System Settings

Prerequisites: Meridian Server Fundamentals & End User training courses

Course Topics

- Accruent Customer Portal
- Pre-Installation tasks
- Installation
- Post- Installation Tasks
- Migration Scenarios
- Vault Management
- User Management
- System Logging
- Fundamental Configuration
- Advanced Configuration
- Quality of Life Configurations
- Configuring Renditions
- Asset Management
- Introduction to Explorer
- Synchronizing Meridian to Explorer
- Explorer Views
- Publisher
- Import / Export Options

Who should attend?

- System Administrators
- Business Administrators

MERIDIAN CLOUD TRAINING PACKAGES

The Accruent Academy offers multiple types of product training via classroom and eLearning format, both standard and custom-built, for Meridian Cloud users. We offer these courses through training packages that contain training courses specific to the associated user role.

The following Meridian Cloud training packages are available for the different roles in your organization:

CLOUD END USER – VIEWERS

The Cloud End User Viewer training package is for Meridian Cloud end user consumers; view only users such as Maintenance Workers. These users will gain the basic understanding and skills required to use all standard functionality of the Cloud Explorer client. The training package contains 2 eLearning courses with 8 modules and includes course updates for 1 year:

- Cloud Fundamentals
- Cloud End User
 - Explorer | Cloud
 - Mobile | Cloud

CLOUD END USER

The Cloud End User training package is for Meridian Cloud end user contributors, editors, creators, and project teams. These users will gain the basic understanding and skills required to use all standard functionality of the Cloud Power client. The training package contains 2 eLearning courses with 18 modules and includes course updates for 1 year:

- Cloud Fundamentals
- Cloud End User
 - Explorer | Cloud
 - Mobile | Cloud
 - Power | Cloud
 - Portal | Cloud
 - Analytics | Cloud

CLOUD ADMIN

The Cloud Admin training package is for users that will fulfill the requirement to become the authorized support contact for their company. These users are the main point of contact for the Accruent Support team and are expected to serve as an internal resource to assist their users with functional and administrative needs. This training package will provide all the operational knowledge for end-users, as well as the technical expertise needed for a system administrator. This package includes hands-on training through our workshop to adequately prepare for the exam. The training package contains 3 eLearning courses with 20 modules, 1 virtual Q&A session to prepare for the exam, an exam, and includes course updates for 1 year:

- Cloud Fundamentals
- Cloud End User
 - Explorer | Cloud
 - Mobile | Cloud
 - Power | Cloud
 - Portal | Cloud
 - Analytics | Cloud
- Cloud Administrator
 - Q&A Session for Exam
 - Cloud Administrator Exam

	 CLOUD END USER - VIEWERS	 CLOUD END USER	 CLOUD ADMIN
 AUDIENCE	Meridian Cloud End Users for Viewers Only; Maintenance Workers, Viewers Only	Meridian Cloud End Users; Contributors, Editors, Creators, Collaborators & Project Team	IT Team Members Cloud Administrators
 ELEARNING	Cloud Fundamentals ✓ Explorer Cloud ✓ Mobile Cloud ✓ Power Cloud Portal Cloud Analytics Cloud Cloud Administrator	Cloud Fundamentals ✓ Explorer Cloud ✓ Mobile Cloud ✓ Power Cloud ✓ Portal Cloud ✓ Analytics Cloud ✓ Cloud Administrator	Cloud Fundamentals ✓ Explorer Cloud ✓ Mobile Cloud ✓ Power Cloud ✓ Portal Cloud ✓ Analytics Cloud ✓ Cloud Administrator ✓
 VIRTUAL CLASSROOM	-	Q&A Session for Exam	Q&A Session for Exam ✓
 CLASSROOM	-	-	-
 EXAM	Cloud Administrator Exam	Cloud Administrator Exam	Cloud Administrator Exam ✓
 EXTRAS	Updates for 1 year	Updates for 1 year	Updates for 1 year

MERIDIAN CLOUD TRAINING COURSES

The Accruent Academy offers different types of product training via classroom and eLearning format, both standard and custom built, for Meridian Cloud Users.

MERIDIAN CLOUD FUNDAMENTALS

Length

0.5 hour

Training Type

eLearning modules

Course Overview

The training course provides attendees with an overview of all the features and functions of Meridian Cloud. This training ensures successful use of the Meridian Cloud environment within your organization. The training contains different eLearning modules for explaining the key concepts of Meridian Cloud.

Course Topics

- Meridian Concepts and the Landing Page
- Key Concepts of Meridian Power
- Key Concepts of Meridian Explorer
- Key Concepts of Meridian Portal
- Key Concepts of Meridian Cloud Analytics

Who should attend?

- Cloud Implementation Project Team
- Cloud End Users
- External contractors

MERIDIAN CLOUD END USER

Length

2 hours

Training Type

eLearning modules

Course Overview

The training course provides attendees the understanding and skills required to work with Meridian Cloud. This training ensures successful use of the Meridian Cloud environment within your organization. The training contains different eLearning modules explaining how to use all aspects of Meridian Cloud on a day to day basis.

Key tasks: Editing, Approving, and Collaborating in Meridian Cloud.

Course Topics

- Cloud End User – Power
 - Accessing existing Documents
 - Working with Documents and Managed Change
 - Workflows
 - Working with Assets
- Cloud End User – Explorer
 - Using Explorer
- Cloud End User – Portal
 - Working with Project Repositories
 - Working with Review Packages
 - Working with Quick Shares
- Cloud End User – Mobile
 - Using Mobile
- Cloud End User – Analytics
 - Using Analytics

Who should attend?

- Cloud End Users
- External contractors

MERIDIAN CLOUD ADMINISTRATOR

Length

2 hours

Training Type

eLearning modules

Course Overview

The training course provides attendees with the understanding and skills required to manage your Meridian Cloud environment, including configuring System Settings, User Groups and Security for your organization. The training contains different eLearning modules and hands on exercises to gain in depth knowledge of Meridian Cloud and its configuration.

Key tasks: Configuring System Settings, Configuring Metadata Quality, Configuring Meridian Portal and Power connection, Managing User Groups and Security, Installing Application Integration.

Course Topics

- Meridian Cloud Overview
- Deploying Meridian Cloud
- Configuring Meridian Cloud
- Meridian Portal Overview
- Managing Portal Project Repositories

Who should attend?

- Cloud Administrators
- Business Administrators

ADDITIONAL PRODUCTS

ELEARNING FILES

Meridian eLearning file delivery

When customers are already using an internal Learning Management System (LMS), Accruent Academy can deliver our standard eLearning files to upload into our customers LMS, to be used to train an unlimited amount of end users.

CUSTOM BUILT

Meridian Custom Training

We can provide training tailored to your environment, built from a collaboration between our Product Trainers and your SME's. The provided deliverables are eLearning files that can be uploaded into your LMS system or classroom materials that can be reused for future training sessions.

Meridian Training Needs Analysis Workshop

A 'Training Needs Analysis Workshop' can be conducted together with your core project team to understand the training requirements of the organization and develop a Training Plan to meet those requirements. This Training Plan includes the training details per training course: i.e. training curriculum, Learning Management System setup, exact duration of courses, and planning for the courses.

Workshop Structure

- Part 1 – One hour remote: introduction, information and planning of Training Needs Analysis Workshop
- Part 2 – One day onsite or remote: Conducting the training needs analysis
- Part 3 – Half a day remote: Review plan and follow-up steps
- Part 4 – Signoff and planning

ADDITIONAL PRODUCTS

Meridian Custom Instructor Led Classroom Training

The Accruent Academy offers customized training that provides individual attention while you learn about the new system. Since your Meridian solution can be customized to your business processes, it is important to receive training on your specific system. Accruent makes this easier by allowing you to train users in your own location using your configuration.

Meridian Custom End User Training Course via eLearning

When groups of users in multiple locations or larger groups need to be trained, we recommend training via eLearning courses. When customers are already using an internal Learning Management System (LMS), Accruent Academy proposes to create customized eLearning courses that can be uploaded and used within the customers LMS.

Multiple training courses can be created to accommodate all applicable different training groups. Accruent Academy develops customized eLearning training courses using professional authoring tools, the "Articulate 360" suite. The courses are delivered in SCORM format. When other languages are required, you can choose to subtitle or completely narrate the eLearning courses.

ON DEMAND

Meridian Instructor Led Classroom Training – Standard or Customized

The Accruent Academy offers training that provides individual attention while you learn about the new system. Since the Meridian solution can be customized to your business processes, it is important to receive training on your specific system. Accruent makes this easier by allowing you to train users at your location using your configuration.

The Accruent Academy provides classroom training using either standard or custom-built course materials to train your users. The recommended number of attendees for this class is between 3 and 6. Registration is limited to 10 attendees per class for one Product Trainer. Ask our Sales Advisor: Olaf Nilssen (olaf.nilssen@accruent.com) for more options.

ADDITIONAL PRODUCTS

Please contact the Accruent Academy for more information on Meridian Training

Catalog Disclosure

The online catalog is converted to a PDF and published once a year. All information in the published and PDF versions of the catalog is correct at the time of publication. However, Accruent Academy reserves the right to change its policies or course offerings at any time.