

## Avoid Glitches

Many organizations have learned that delivering training is as much of a challenge as developing it. American Research Institute, Inc. (ARI) has a proven track record of managing the complete spectrum of learning services required to analyze, design, create, deliver and maintain effective training programs. We apply this experience to allow organizations to support training delivery that is both effective and cost efficient. Regardless of how the training is delivered, a compliment of supporting services is required to ensure success. ARI is helping major companies with that kind of support

## Live Training Support

Live training can be conducted in the traditional classroom environment or as a meeting, conference or seminar where the instructor and learners are both physically present.

Planning and conducting a successful live training event requires many ingredients and details that must be managed from start to finish. In many ways a training event is similar to a concert, with marketing, venue, talent and equipment coming together to provide a worthwhile experience.



*"The training was excellent and the course materials were considered one of the most useful and best delivered training ventures we have ever put on."*

Systems Integrator ARI client



Having knowledgeable instructors and solid course materials are only a beginning. Any one of the other major ingredients left out of the training equation can cause the whole event to be off-target. Running a training program consisting of many courses adds to the challenge of coordinating multiple events, various audiences and geographically dispersed venues. ARI offers training support services to take the burden off of your organization. These services include:

- Facility acquisition and management
- Equipment acquisition and management
- Student courseware fulfillment
- Instructor scheduling
- Registration tracking
- Reporting
- Evaluation of training programs

Many of the courses ARI supports have very complex logistical requirements. Technical equipment installations provide hands-on lab experiences in the classroom. You can rely on and trust ARI's experience in managing all aspects of technical logistics supporting any learning event.

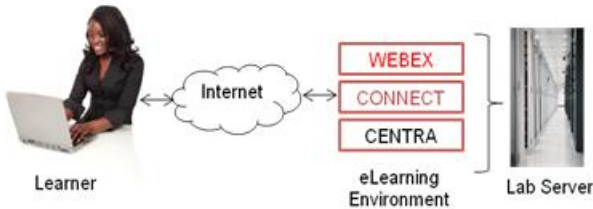
## Live Distance Learning Support

ARI's infrastructure offers full support or support for just the components you need to deliver a successful live distance learning program. Our support services include:

- Help desk support for learners and instructors who may have trouble using the system
- Training for instructors in on-line delivery techniques
- Logistics to get books, headsets and other course material to learners.



Instructor



Learner

eLearning Environment

Lab Server

## e-Learning Delivery Support

A Learning Management System (LMS) is required to track learners and deliver the courses in support of self-paced e-learning. A number of organizations have avoided e-learning delivery because of the expense and complexity of acquiring and maintaining an LMS. ARI offers a hosted solution where you can either pay as you go for only what you use or pay a fixed fee per month per user.

Through our hosted solution service, ARI takes care of all your LMS-related tasks so you can focus on your business goals. Our services include:

We have assumed staffing and management of projects to:

- Maintaining the system
- Backup and recovery activities
- Providing help to learners who require assistance

## New Learning Technologies

A number of new technologies are emerging to make access to learning more convenient and the experience more engaging. ARI is currently working with:

**Game-Based Learning** – Whether played on a game console or a regular computer, training that takes the form of an interactive game adds a new dimension of fun, excitement, experimentation and involvement to learning. ARI is working with gaming companies and education institutions to design and develop the first generation of these “Serious Games.”

**Mobile Learning** – Having learning available via a mobile device allows you even greater flexibility for training. Mobile learning is an excellent tool for students to test knowledge or review lesson content while on the go. ARI can convert your existing training modules to run on PDA's, web-enabled cell phones, iPods and other portable devices to improve performance on the job.

**Interactive Learning Meetings** – Want your next meeting to make a lasting impression? We're here to help you with a fun and exciting concept that is winning broad approval from participants. Our approach allows students to respond to quizzes, polls, game-show competitions and scripted scenes. The overall increase in knowledge retention rates reflects a direct correlation to this highly interactive approach to training events.

*“The client was VERY pleased with the 2.0 training. I attended a meeting in Chicago where the program was reviewed with the management team. On more than one occasion I heard managers comment ‘we've never had materials this good before.’ It was a very fine effort and a pleasure to work with you and your team. Thanks for all your hard work.”*

ARI Fortune 500 client