

MessageLabs Partner Training and Certification Program

MessageLabs offers a comprehensive training and certification program designed to help our partners fully capitalise on high-margin service opportunities and increase their services business through professionally trained staff that can sell, implement and support the full range of MessageLabs' messaging and web security solutions.

We understand the demands of working in a fast-moving, competitive IT industry and our training courses are not only modular but can also be delivered through a variety of medium for maximum flexibility and cost-effectiveness.

We also offer a certification program designed to support the professional development of your employees and give your customers full confidence in the knowledge and skills of your staff.

Tailored courses for optimal effectiveness

We offer a wide range of training courses designed to ensure that participants receive the specific skills and knowledge they require, whether it be to sell, implement or support MessageLabs' messaging and security solutions. From sales and technical pre-sales to operational and support staff, our training caters for the full spectrum of roles and their needs and also focuses on customer issues to ensure that partner employees have the confidence to offer real solutions in response to their customers' business issues.

Flexible learning for maximum return

All training is available in modules and delivered through a range of media, from e-learning to classroom training. This flexible, modular approach not only allows staff to learn and progress at their own pace, but it also means that valuable time out of the office or away from customers can be more easily managed, or even minimized if necessary. It also enables training modules to be integrated into your own training programs or events. Online training and certification is completely free for our partners, though there are modest charges for classroom training.

Professionalism and quality guaranteed through certification

MessageLabs training offers opportunities for professional certification, which can be used for personal and career development to promote greater employee satisfaction, which in turn leads to increased customer satisfaction. Certification also provides assurances to your customers about the knowledge of your staff and the quality of service and solution. Certification is mandatory and can be attained in stages so that employees develop at a pace that is convenient for them and for their employer.

For further information about the MessageLabs training program, or to make a booking, please visit www.messagelabs.co.uk/partners

MessageLabs Training and Certification Program Overview

Please note that training courses are currently available in English only

	Who will benefit?	What does it deliver?	Duration	Pre-requisites	Learning Methods available	Certification available
MessageLabs Services Overview	All customer-facing staff	Candidates will be able to explain the features and benefits of MessageLabs' services, outline how internet level scanning works and demonstrate the user interface.	1/2 day	None	Classroom (ML site) Classroom (Partner site) E-learning	N/A
MessageLabs Sales Training	Sales, account managers, business development roles.	Candidates will be able to initiate a conversation about internet security, identify key business drivers, sell the unique benefits of the service, handle common objections and explain the implementation process and pricing structure.	3/4 day	Services Overview Training	Classroom (ML site) Classroom (Partner site) E-learning	Certified Sales Specialist
MessageLabs Technical Pre-Sales Training	Sales specialists, technical consultants, pre-sales engineers.	Candidates will be able to explain in depth the service and underlying technologies, address key technical issues and queries and design an implementation for a customer.	1 day per product (SMTP, Web, IM, Archiving)	Services Overview Training	Classroom (ML site) Classroom (Partner site) E-learning	Certified Technical Specialist
MessageLabs Technical Support	Customer support centre staff, first-line support analysts, field support engineers.	Candidates will be able to gather the technical information to raise a support call with MessageLabs, troubleshoot and fix the most common faults with each of the services and walk a customer through setting up a service and applying best practice policies.	1 day per product (SMTP, Web, IM, Archiving)	Services Overview Training	Classroom (ML site) Classroom (Partner site) E-learning	Certified Support Specialist
MessageLabs Service Ordering & Fulfilment	Sales administrators, operational staff.	Candidates will be able to obtain the technical information required to fulfil an order, carry out basic technical checks, place an order on PartnerNet and explain the provisioning process to customers.	½ day	None, though Service Overview recommended	Classroom (ML site) Classroom (Partner site) E-learning	Certified Sales Administrator

For further information about the MessageLabs training program, or to make a booking, please visit www.messagelabs.co.uk/partners