



More Experience. Better Training Solutions.

“ Our behavior is driven by a fundamental core belief: the desire, and the ability, of an organization to continuously learn from any source, anywhere; and to rapidly convert this learning into action is its ultimate competitive advantage. ”

Jack Welch, Former CEO, GE

Teleduc

INTERNATIONAL

SINGLE SOURCE | 360° | BUSINESS SOLUTIONS



Engaging, Adaptive, and Interactive.

Not just words, but the underlying principle behind Teleduc's Learning Methodologies.

Teleduc specializes in instruction design and delivery of complex technical content to a variety of audiences - employees, new hire, sales force, customers, dealers, etc. Teleduc engages instructional designers, in-house writers and developers in all training projects, and employs state-of-the-art in house video, audio, graphics and animations capabilities to embellish the custom content it creates. Teleduc also applies the latest advances in web based interactive delivery to ensure a state-of-the-art solution.

Our services including:

- Technical Writing
- Testing and Certification
- Interactive LMS
- Video Production
- Multimedia
- Animation and Graphics
- Live Support

Business Simulations.

Not just words, but the underlying principle behind Teleduc's Learning Methodologies.

There are many professional fields train by experiential learning methods such as pilots,

the military, healthcare and medical professionals, police and fire professionals, and many others... so why not train your staff the same way?

Teleduc has a long history of using business simulations to provide an interactive learning experience that requires participants to apply what they have learned in a business training event in a robust, risk-free environment.

Participants build relevant skills, improve conceptual knowledge, and gain a better appreciation of business strategy and the systems of business management in order to build skills and improve performance.

Interpretive simulations serve as the bridge between learning and real-life experience. They provide participants with the opportunity to make relevant decisions in a competitive marketplace in functions associated with roles in your company.

Backed by more than 30 years of experience, Teleduc delivers optimum value and service, advancing your business training agenda and giving you a meaningful ROI.

Call 630.300.5121 to discuss your needs with one of our consultants, and for a FREE estimate.



Business Relationship Management.

A crucial link between a service provider and the business acting as a connector, orchestrator, and navigator.

Business Relationship Management Professional (BRMP®) training is a world-class professional development program designed to provide a solid foundation-level knowledge of Business Relationship Management. The BRMP® exam is designed to test an individual's learning through rigorous examination providing a leading verifiable benchmark of BRM professional acumen and achievement. Business Relationship Management embodies a set of competencies (knowledge, skills, and behaviors) to foster an effective business value-producing relationship between a service provider and its business partners.

Certified Agile Service Manager.

The application and integration of agile thinking into service management processes and process design.

A sixteen hour course that provides an introduction to Agile Service Management the application and integration of agile thinking into service management processes and process design projects. Agile thinking improves IT's effectiveness and efficiency and enables IT to continue to deliver value in the face of changing requirements.

A Certified Agile Service Manager (CASM) is the operational counterpart to a Certified Scrum Master (CSM). Working together, ScrumMasters and Agile Service Managers can instill agile thinking into the entire IT the basis of a DevOps culture.

DevOps.

Communication, collaboration, integration and automation to improve the flow of work between developers and IT operations.

A sixteen hour course provides an introduction to DevOps – the cultural and professional movement that stresses communication, collaboration, integration and automation in order to improve the flow of work between software developers and IT operations professionals. Improved workflows will result in an improved ability to design, develop, deploy and operate software and services faster.

DevOps Foundation Class culminates with an independent Foundation exam. Successfully passing (65%) the 60 minute exam, consisting of 40 multiple-choice questions. The DevOps Foundation certificate will be the pre-requisite for future DevOps certification courses, including DevOps Practitioner.

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Teledec

INTERNATIONAL

COMPANY OVERVIEW



OVERVIEW.

Teledec International works with organizations to assess operational effectiveness, identify infrastructure and technology transformation requirements, develop learning programs designed to enhance skills and employee performance, improve and enhance marketing and sales processes, and identify and engage outsourcing and staffing resources, while creating a sustainable growth culture. Through proprietary processes supported by more than 30 years of experience, Teledec senior consultants, designers and engineers build and implement customized business solutions that deliver significant ROI by protecting and improving your organizational assets.

Teledec has been a premier provider of operational, training, and staffing services since 1987. Started as a training company, Teledec's principals are experienced and highly skilled business professionals who have a deep commitment to performance and value. Delivering world-class business

solutions requires a deep understanding of industries and markets, as well as having the right people, with the right skills, to get the job done. More than 150 global corporations and institutions have come to rely on Teledec's innovative and cost effective solutions that span an astonishing number of integrated services across a spectrum of industry-specific platforms.

Our goal is to generate measurable results and value for our clients through reliable, cost-effective, high-quality, and innovative services. We are specialists in customizing every aspect of our services to meet the client's exact needs, including research, analysis, design, application development, production, outsourcing and staffing, delivery, and project management.

Call 630.300.5121 to discuss your needs with one of our consultants, and for a FREE estimate or visit our website at teledec.com for more information.

Teledec International

205 E. Butterfield Road
Elmhurst, IL 60126

630.300.5121 **P**

630.300.5122 **F**

teledec.com