



Global Knowledge®

Support Services

Customised learning solutions through complementary support

We provide a range of perfectly complementary support services to dovetail into programmes and provide totally customised learning solutions.

Genius Bar, Lunch and Learn, Ask Me Anything

Support is mixed and matched to provide individual support just at the right time. Our subject matter experts are available (on site or virtual) to meet with users to answer questions and refresh learning.

Floor walking

Floorwalkers are available on site or in a virtual capacity and provide immediate support for users to enable a smooth and quick adoption of new systems.

Helpdesk Support

We can provide telephone support for users. Based in Global Knowledge locations or customer sites to complement an existing helpdesk.

1:1 Training

We offer short power sessions for users unable to join scheduled training sessions

Accessibility Training

We provide training to various accessibility groups and various assistance type software.

Courseware

We offer a wide range of standard courseware that is flexible and customisable.

We can provide subject matter experts for bespoke courseware authoring.

Supporting Manuals

- **Comprehensive Guides.** Act as an excellent reference post training and as self-teach guides.
- **Quick Reference Guides (qrg).** Provide a focused aid and cover the high touch topics.