

Our certification program ensures best possible software usage

Find out about the Klopotek Academy training sessions to become a Solution Consultant or a Solution User of Klopotek software



After two or three days of focused training, jobs and key projects specific to your company can be completed much faster.

New version – but everything is still like in the old days?

Klopotek software serves the needs of more than 300 publishing houses around the globe. It is only natural that staff working on different projects, in different positions, with different clients will have different levels of knowledge about software functionality. People need to focus on what is relevant to them in their specific field of work. Software features beyond this area are often hardly known at all, especially in the case of an upgrade. How will people learn about improvements and changes?

There are moments in every company when this lack of knowledge is not just annoying, but can become a real issue such as a staff member changes positions and suddenly needs to use different software features. Another is when a new hire comes on board and receives training from a colleague. This person will have experience but is not a professional trainer and might not have enough time to give in-depth training.

In our opinion, feeling OK or just getting by when working with software is not enough. This is why Klopotek is now offering a greater variety of training sessions. In addition to receiving training to get a Solution Consultant certificate, which is designed for administrators and specialists, you can now also become a certified Klopotek Solution User.

Everybody can learn how to work with our software professionally. It's guaranteed.

When OK is not good enough

Did you recently implement Klopotek software? Have you been working with our software for a while and now you have decided to opt for an upgrade? In order to use Klopotek software in the best possible way and to ensure that all business processes designed for your company are performed smoothly and efficiently, it is vital to know how to get the best results.

Users know that the software they work with every day is a complex tool and that only parts of it are used on a regular basis. In each department, people know that certain projects could be completed much faster, if they only knew how to do it. But people prefer to stick to their daily routine, as learning new skills can be difficult and time-consuming. It is the same story in every workplace.

There is a solution to this: The Klopotek Academy.

Why it's worth it: Maximize your investment

Since 2005, the Klopotek Academy's role has been to train clients and partners to become Solution Consultants. Sessions are designed to fit the needs of software specialists in IT departments or centers of publishing houses and service providers. 2007 saw the introduction of an additional training scheme which focuses on more basic needs. Training sessions to become a Solution User are application-oriented and designed to improve each participant's work efficiency. They can be completed much faster than Solution Consultant training sessions.

Why you can rely on it: It's Klopotek certified

Solution User and Solution Consultant training sessions are followed by an exam. Certification can only be completed if these exams have been taken with a passing score. All sessions follow the same guidelines and standards, ensuring that every participant in every session will receive the same quality of training. If a member of your staff gets his / her certificate, you know that he / she can work with the Klopotek software he / she is using in the best possible way. The certificate will also state which software participants received training in – and in which version.

Why we can guarantee success: Learning step by step

At the Klopotek Academy, we believe in focusing on the business processes in a publishing house rather than on a specific software functionality in itself. This is why we always try to train users or consultants in thinking about software features as part of individual business processes, which are part of the whole business model and company goals. A certificate issued by us will ensure that the holder has become either an expert or a professional user of specific software functionality that reflects specific processes.

A training session will only be successful for everyone involved if all participants share the same level of knowledge. In most cases, relevant basic training sessions need to be completed before starting process-oriented training.

The central idea: Software supports processes

In all courses, our aim is to link teaching software functionality with understanding business processes.

Therefore, all training sessions, including exams, will focus on analyzing business processes in publishing houses. This is the basis for working effectively with Klopotek software.

The way we do it: From presentation to discussion

- PowerPoint presentations
- Practical instructional assignments
- Case studies
- Discussion
- Teamwork
- Hands on

The goal: Klopotek certified

At the end of each course there is an exam, which features an assignment to analyze business processes and to carry out these processes with Klopotek software.

Certificates will only be issued if this exam (duration: about 2-4 hrs) has been taken with a passing score.

Klopotek Solution User

Training sessions to work with our software professionally

Solution Users can employ Klopotek software in its latest version in the best possible way. Staff who have earned their certificate will complete jobs and projects assigned to them much faster and more efficiently, having detailed knowledge about business processes they are responsible for. Solution User training sessions are short, target-oriented and will lead to cost savings.

Training sessions to become a Solution User deal with software functionality. One issue covered is how to use the software itself. The other is to combine software features with the processes that need to be supported.

Klopotek Solution Consultant

Training sessions to become a specialist and consultant

A certified Solution Consultant has in-depth knowledge of the Klopotek software used in your company. (Most likely to be) working in your IT department, he / she will be able to give advice and support to staff in all other departments, e.g. about how to work with software in the best possible way or how to analyze business processes in order to make them more efficient.

Contrary to Solution User courses where trainers focus on linking specific software functionality with understanding of specific business processes, training sessions for Solution Consultants are designed for administrators. Working with case studies from everyday life, participants will learn how to administrate Klopotek software to ensure that at every workplace, functional range will support individual business processes in the best possible way.

List of abbreviations

- **ASM** – Advertising Sales and Management
- **BSD** – Book Sales and Distribution
- **CCM** – Customer Care Management
- **CR&R** – Contracts, Rights & Royalties
- **IAP** – International Address Pool
- **JSD** – Journal Sales and Distribution
- **MKG** – Marketing
- **PPM** – Product Planning and Management
- **PRD** – Product pool / Publication pool

The training in detail: Three levels

Basic training

Basic training sessions ensure that all participants in process-oriented training courses will share the same level of knowledge.

Depending on which process-oriented training course is to be chosen, basic training in Address Pool, Product Pool, Process Modelling, Transaction Management or XML/XSL must be completed first.

Process-oriented training

Certification can be completed for handling and improving individual business processes at a publishing house with Klopotek software.

Each course will feature 'real-world' scenarios.

Specific processes

Additional training is available for specific business processes, which are only relevant for some publishers who require special attention.

Depending on the choice of course, the sort of basic training to be completed first will vary. Certificates will also be issued for this type of training.

Basic training

Klopotek Solution User

- Introduction to the Klopotek standardized software*
- Address management (IAP)*
- Product management (PRD)*

Klopotek Solution Consultant

- Address management (IAP)
- Contact management – using Transaction Management (WFL)
- Product management (PRD)
- XML/XSL, fundamentals

* not required after min. 2 years' experience with the Klopotek software

Process-oriented training

- Marketing business processes (CCM)
- Editorial business processes (PPM)
- Contracts, rights management, royalties, part 1 (CR&R)
- Book order processing and fulfillment business processes, fundamentals, part 1 (BSD)
- Production business processes, fundamentals (structures, components, interfaces), calculation, offer and order handling, part 1 (PPM)
- Journal order processing and fulfillment business processes, order processing and invoicing, part 1 (JSD)
- Advertisement order processing and fulfillment business processes, part 1 (ASM)
- Data processing center operation and patch installation of Klopotek system environment

Specific processes

- Production business processes, warehouse, material management etc., part 2 (PPM)
- Book order processing and fulfillment business processes, administration, batch procedures, statistics, interfaces, part 2 (BSD)
- Journal order processing and fulfillment business processes, offers, analyses and planning, part 2 (JSD)
- Royalty statement, part 2 (CR&R)
- Rights revenues (CR&R)
- Rights sales (CR&R)
- Contract printing (CR&R)
- Product marketing, Catalog, ONIX (PPM)

How can you ensure that your staff can get the most out of Klopotek software? – Get in touch with Klopotek Academy to learn about its services.

	Solution Consultant training sessions	Solution User training sessions
Trainers	Klopotek Solution Consultants	Klopotek Solution Consultants
Duration	3-5 days (including exam)	2 days (including exam)
Fee	500 EUR / 700 USD / 350 GBP per day of training 100 EUR / 150 USD / 75 GBP exam fee excl. VAT	350 EUR / 500 USD / 250 GBP per day of training 50 EUR / 75 USD / 40 GBP exam fee excl. VAT
Location	Klopotek Academy training centers in Berlin or Munich (GER), and in New Jersey (USA) from 2008 Training sessions at your premises can also be arranged (see price list for in-house training)	
Languages	English or German	
Training	Training in small groups Dates and times can be checked out online and/or can also be arranged on request Please go to www.klopotek.de/academy/enindex.htm for detailed information. Please note that all training courses are subject to our terms of use, which are available for download: www.klopotek.de/academy/agb/enindex.htm	
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