



DESIGN  
> DEPLOY  
SUPPORT

**TECHNICAL  
TRAINING**

## MAXIMUM BENEFIT FROM YOUR NETWORK AND YOUR PEOPLE

To maximize the economic benefits and efficiency returns from your new or upgraded radio network, you place your trust in the people who operate it. Each radio operator, systems administrator, maintenance technician and network engineer plays a vital role. Incorrect operation, limited understanding of maintenance requirements or simply reluctance to alter known work practices can diminish the gains for your organization.

When technical training is included in a radio communications solution, organizations can ensure that everyone who maintains, configures, troubleshoots or operates any aspect of the network has the skills and confidence to perform these critical tasks. While often delivered at the time of installation and commissioning, operators may choose from standard or customized Technical Training programs at any stage, enhancing and updating your people's skills as required.

## WHAT DOES TECHNICAL TRAINING INVOLVE?

### Training that is appropriate and timely

Technical Training is often planned to coincide with a new or upgraded network installation or commissioning. However, there may be advantages to training prior to installation to reinforce benefits to your staff and ensure their support. Refresher courses keep your people informed and current with the skills they need to operate and maintain your equipment.

### Audience-centered delivery

Whether standard or customized to your requirements, each course is appropriately paced and balances theory and practical content, allowing for different learning styles, languages and levels of understanding.

### Specialist, experienced technical trainers

Each trainer has technical qualifications and a background in support and maintenance so they understand the issues your people face. With individual specialization across all aspects of Tait technologies, we can match the right trainer for your organization's requisite knowledge and skills.





## WHAT DOES TECHNICAL TRAINING DELIVER?

### Reduced maintenance overhead

Well trained and confident, your technicians and maintenance engineers can ensure that your organization's communications are optimized within the recommended parameters. Your own workforce will have the ability to troubleshoot and fault-find challenging network issues, helping you to avoid potential network failures.

### Better technical judgement

The knowledge gained from technical training assists your people to make the right judgements. Trained, skilled and confident workers will understand when extra support is required, and can work with Tait technical support people more effectively.

### Skills maintained and refreshed within your organization

When workers leave, they take with them valuable knowledge of your network and its operation. Technical Training that's delivered in the right place, at the right time, can bring new workers up to speed, at the same time refreshing and updating the skills of your existing workforce.

### Worker confidence

New tools and new technologies can present challenges to your workers' ability to carry out their tasks. Technical training can overcome resistance to new equipment, focus on the advantages and give confidence to workers so they can deploy new equipment efficiently, to the maximum advantage for your organization.

### Optimized network operation

With the right skills, knowledge and confidence, technicians and maintenance engineers can ensure that every aspect of your communication network meets and exceeds your expectations.

Tait offers a range of radio communications services in three portfolios:

### DESIGN

Technologies, tools and ideas to predict, plan, identify and customize a communications solution that guarantees the right fit. Tait Design services include:

- Customization,
- System Design,
- Network Migration Planning.

### DEPLOY

The expertise to integrate and upgrade your radio solution, achieving seamless, streamlined and trouble-free implementation. Tait Deploy services include:

- Project Management,
- Technical Training,
- System Documentation.

### SUPPORT

Continued, ongoing assurance and expert support for your equipment – and your people – for the life of your network. Tait Support services include:

- Health Check,
- Extended Product Warranty,
- Support Agreement.

For more information, please visit our website at [www.taitradio.com](http://www.taitradio.com)