



Educated Employees Increase Customer
SATISFACTION
and Profits

FUJITSU

THE POSSIBILITIES ARE INFINITE



complex and expensive
Service Interruption
maintaining networks
NETWORK OUTAGES
CONVERT TO
customer demand
keeping pace with technology
**Keeping Pace with
EVOLVING TECHNOLOGY
is the PROBLEM...**
explosive growth
inefficient operations
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The **COST** of Maintaining **REVENUE-GENERATING** Networks

Today's networks comprise a multi-faceted, highly complex and expensive infrastructure that must continually evolve to keep pace with advances in technology—supporting new service deliveries while driving down capital and operational expenses. Whether your network is a simple design or a complex hybrid of legacy and next-generation equipment, you must ensure that your operating environment is running smoothly and achieving network efficiencies to maximize your network investment.

Ensuring rapid service delivery and exceptional, uninterrupted service is key to maximizing revenues while also minimizing any network operational problems. To remain profitable in this competitive industry, you must be able to rely on the competency of your technical staff to maintain your networks for optimum long-term service performance.

You need to establish a highly qualified network support team that is fully trained on the equipment that delivers services to your customers and generates profits for your company. This network support team must be up-to-date on new product capabilities and software releases to keep your network competitive and running smoothly.

However, ensuring your entire staff can expertly manage your network systems can be time consuming and cost prohibitive when you attempt to balance training expenditures and your employee's time spent mastering the latest technologies. In addition, much classroom instruction is reliant on simulators, not actual hands-on experience. Feedback from students speaks volumes; technicians benefit most from practical applications they encounter on the job and using the same equipment found in their own operating environment.

If you can solve the problem of ensuring the ongoing quality of your network investment, you will see immediate financial benefits through less system downtime, increased network performance and customer satisfaction, and increased revenues.



“The result of the Fujitsu training solution is its immediate benefit to your bottom line.”

The **PAYOFF** of Smooth-Running **REVENUE-GENERATING** Networks

Helping ensure the quality operation and service of your network can be as simple as providing your technical staff with the training they need to master the products and software within your system. With Fujitsu training, your network support team will be armed to maintain the quality and performance of your network now and into the future.

Certified Fujitsu instructors continuously evolve and update their training courses to keep up with changes in the industry. You can be confident your team will receive the precise technical skills needed based on immediate and upcoming requirements. Our state-of-the-art training center in Richardson, Texas, is equipped with the latest hardware components, software releases and ancillary testing equipment. Students receive extensive real-world training not found using simulators.

And, if sending your staff off-site for training is cost and time prohibitive, Fujitsu offers suitcase training courses to provide extensive hands-on instruction using your equipment—all from the convenience of your own location. Your employees will be trained on equipment similar to what they use everyday, and you'll save money on travel and lodging expenses. Suitcase training is a perfect solution when you want to simultaneously train several staff members to hit the ground running immediately following the class.

Whether conducting training at our facility or yours, we provide a thorough understanding of Fujitsu telecommunications equipment by offering practical training in a real-world operating environment. Our instructors ensure your staff can accurately assess, manage and resolve day-to-day operational issues, maximizing the quality of your network performance to get the most out of your investment.

We also offer customized classes tailored to your particular network and applications. We analyze your needs and address critical performance challenges. Our skilled instructors deliver the in-depth training and hands-on exercises your staff needs to manage an efficient and cost-effective network. The result is a training solution with immediate benefits to your bottom line.





**Ongoing, Hands-On
TECHNICAL TRAINING
is the SOLUTION**

FUJITSU EXPERIENCE

advanced training

maximize network performance

CONFIDENCE

TRAINING THAT
EVOLVES WITH
TECHNOLOGY

Hands-on
Training
Opportunities

COST-EFFECTIVE NETWORK

suitcase training courses

Training from an Industry Leader

Fujitsu offers a complete range of product and technology-based training programs focused on a broad range of solutions. Our courses are lead by certified instructors and are delivered in either our state-of-the-art training center equipped with the latest versions of our products or on-site at your location. Students receive real-world, hands-on training not found in other classes that rely on simulators.

General Technology courses provide the prerequisite knowledge necessary for understanding concepts and principles for all of the Fujitsu product classes. Examples include overviews of SONET, Ethernet, Dense Wavelength Division Multiplexing (DWDM) and Asynchronous Transfer Mode (ATM) technologies.

System Turn-Up and Testing courses provide the necessary training for technicians to turn up, perform acceptance testing and provide basic maintenance of Fujitsu systems. The hands-on portions of the courses allow students to carry out turn up, provisioning and trouble-clearing exercises.

Maintenance and Trouble Clearing courses provide the necessary training for technicians to maintain and clear alarms on Fujitsu equipment. Software options and hardware features are also covered in detail. Lab exercises throughout the course give students hands-on experience with such functions as performance monitoring, interpretation of alarms and condition reports, fault isolations and resolution, and upgrades and migrations.

Network and Applications Engineering courses provide training to help plan and engineer networks and system applications using Fujitsu equipment in various configurations. These courses are designed for personnel responsible for planning, supervising and managing your network.

Network Management System courses provide hands-on interaction with Fujitsu software and teach the basic user-level aspects of either network management or application administration. The network management courses illustrate overall node topology maps and address the configuration of nodes, including node fault and performance monitoring, sending TL-1 commands to nodes and how to schedule various tasks on nodes. Administration topics include using the topology manager to build the network topology and using data communications managers for communication between network nodes.

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