

### PURPOSE

*Successful configuration and implementation of SofTools applications requires a high level of understanding of system features and operation. This will be achieved through formal training events and the provision of ongoing face-to-face, email and telephone support for client Programme Leaders and technical administrators.*

---

### CALENDAR OF EVENTS

*The following events are planned for the next twelve month period:*

#### **Programme Leader / Administrator training**

*A two day event designed to create a high level of expertise in core system functions including report generation and system configuration. Note: prior knowledge and experience of SofTools application is strongly recommended*

- 16-17 Sep 08
- 2-3 Dec 08

#### **Product Builder Workshop**

*An intensive one day event for partners, designed to develop a new business application based on the core functions contained in the SofTools platform. Before attending the event, partners need to have developed and validate the process template that will be used as the user input template*

- 4 Dec 08

#### **Partner Conference**

*The Annual Conference for SofTools Partners, designed to: clarify the Strategic Framework and current business imperatives, introduce new platform modules and present the technology roadmap, and explore networking and collaboration opportunities.*

- TBA

### LOGISTICS

- **Timing:** events start at 9am and will end by 5.30pm latest
- **Location:** all events will take place at Henley Management College in the UK unless otherwise stated