

AvePoint Training Services

Frequently Asked Questions

AvePoint's Training Services programs are a cost-effective and convenient way to become an expert in AvePoint's infrastructure management solutions for SharePoint. This document provides answers to some of the most frequently asked questions about our customer training programs.



Q: What type of training services does AvePoint offer?

A: AvePoint offers two types of classroom training courses: The **Fundamentals Course**, and the **Refresher Course**. Each package is offered in both one-day and two-day courses, depending on the number of AvePoint solutions covered.

- The **Fundamentals Course** includes overview of the DocAve Software Platform's architecture, installation, and configuration, as well as Control Panel operation. This package is generally for customers and consultants new to DocAve.
- The **Refresher Course** includes module training only, and is designed for customers and consultants with previous experience using DocAve.

Available AvePoint Training Packages:

- **AvePoint Fundamentals Course (1 Day):** Includes overview and training on up to 2 modules/products
- **AvePoint Fundamentals Course (2 Day):** Includes overview and training on up to 5 modules/products
- **AvePoint Refresher Course (1 Day):** Includes training on up to 3 modules/products
- **AvePoint Refresher Course (2 Day):** Includes training on up to 6 modules/products

Q: What is the difference between onsite and remote training?

A: Onsite and remote training deliver the same training content. The primary difference between the two formats is the type of interactivity. Onsite training might be of greater benefit, as the instructor can interact directly with the client. Remote training usually is the more cost-effective and efficient format for clients with a geographically-distributed audience pool. Travel expenses for onsite training, including (when appropriate) air, ground, hotel, meals, parking, and pre-approved incidentals, are invoiced to the client separately upon completion of the training session, unless other arrangements have been pre-arranged.

Q: What is covered during module/product training?

A: Your AvePoint Account Manager has training syllabi outlining each module/product training course, and can send you these upon request. Generally, module/product trainings cover:

- Business Case (How this module will help optimize business processes)
- Product Features and Capabilities
- GUI Walk-through
- Best Practices
- Q&A/Summary

Module/Product training sessions are highly interactive and "hands-on", with instructor and students working directly with the software.

AvePoint Training Courses

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Q: Is there a size limit for an AvePoint Training Course?

A: AvePoint Training Course sizes are limited to one (1) instructor per ten (10) client/students, with exceptions made in certain circumstances. Your AvePoint Account Manager can discuss this with you in more detail, to ensure the course fits your precise needs.

Q: What do I need to prepare for an AvePoint onsite training?

A: The AvePoint instructor needs a “classroom”, a projector with computer-connectivity, and a projection screen/wall. The instructor will arrive with a laptop and product training environment (i.e. virtual machine), with which to conduct the training. Internet access would be beneficial, but is not required.

You may wish to use a “lab” for training, where client/students may access workstations with which to “follow along” with the instructor. These workstations should have access to a development instance of DocAve, or the instructor can install a virtual machine (VM) on them. To host our VM, workstations must have VirtualPC or Hyper-V pre-installed. Additionally, these workstations must have at least 4GB of RAM and 20GB of storage available. Such a lab is not required, but often proves beneficial to the audience.

Q: What do I need to prepare for remote training?

A: AvePoint will setup both the web conference and teleconference to host the remote training. You will simply need to ensure that all the attendees access the web conference and the call-in number at the designated time. If you have a preferred web/tele-conferencing provider you wish to use, we will make all efforts to accommodate this.

Q: Can we record the training session(s)?

A: If you have a means to record the sessions, you may do so. However, our materials are copyrighted and may not be distributed outside of your company.

Q: Can training be performed on our DocAve installation?

A: Our instructors are not authorized to make any changes to your DocAve installation. However, client/students may wish to have a development or test instance of DocAve available for reference during training. If you require assistance with setting up and configuring your DocAve installation, please inquire about AvePoint’s Professional Services packages.

Q: How long is an AvePoint Training Course day?

A: Onsite training days are scheduled for 8 hours. These typically run from 9am to 5pm, with a 45 minute lunch break and smaller breaks throughout. Some accommodations may be made to this schedule at the discretion of AvePoint, however onsite training days cannot be split up or segmented into multiple days.

Remote training days are also scheduled for 8 hours, but may be broken up across multiple days. Your AvePoint Account Manager can work with you to design a schedule to fit your precise needs.

Q: How much are the training packages?

A: AvePoint Training Course pricing is per instructor, per day. Onsite training pricing, with accommodation, travel, and incidental expenses will be invoiced separately. Actual prices differ by region/currency, so please contact your account manager.

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Q: How quickly can an AvePoint Training Course be scheduled?

A: Scheduling of training is based on availability of our instructors. At minimum, AvePoint requires two (2) weeks in order to make the necessary arrangements, and arrangements will only be firm when we receive the Purchase Order for the Course. Generally, a one (1) month scheduling window is expected between initial interest and training delivery.

Q: Who are the instructor(s)?

A: AvePoint has an Education Department with instructors on staff to provide product/module training. Depending on the particular requirements of the training, AvePoint may also deploy System Engineers and/or AvePoint Consultants for training purposes. In certain geographical regions, AvePoint Training Courses may be taught by AvePoint Certified Partners. In all cases, AvePoint only deploys highly knowledgeable instructors with deep product knowledge and technical expertise.

Q: What travel/accommodation expenses are incurred for onsite training courses?

A: AvePoint instructors will customarily travel to your city the night before the training. Hotel stays are congruent with the number of days of training (unless extraordinary circumstances require otherwise). If air travel is required, a rental car will also be required for local travel (including parking and fuel costs). Clients will be invoiced for the cost of three (3) meals for each day of training, not to exceed \$50/day. AvePoint works hard to minimize all invoiced expenses. As air travel is generally the largest component, the earlier arrangements can be made, the better.

Q: Does AvePoint offer any free training?

A: AvePoint offers various educational events in number of formats and venues. We often offer webcasts, attend [SharePoint User Groups](#), and sponsor/attend [SharePoint Saturdays](#). We also provide many one-day [Hands-On lab events](#) at Microsoft Technology Centers. To be notified of upcoming training events, please sign up for the [AvePoint Newsletter](#), or speak to your Account Manager.

About AvePoint

AvePoint is proud to be a U.S. based technology company and software innovator. Since 2001, AvePoint has been a global leader in enterprise-strength infrastructure management solutions for all Microsoft SharePoint Products and Technologies. Propelled by one of the world's largest SharePoint-exclusive development teams outside of Microsoft, AvePoint's award-winning DocAve Software Platform delivers comprehensive and flexible infrastructure support for backup and recovery, replication, migration, administration, archiving, deployment management, and compliance.

AvePoint's pioneering technology pilots the products of OEM partners such as NetApp and IBM. With headquarters, research facilities, and engineering centers in Jersey City, NJ, and wholly owned engineering centers and sales offices in San Jose, Los Angeles, Chicago, Washington D.C., and Houston, USA; London, UK; Melbourne, Australia; Tokyo, Japan; Singapore; and Changchun, Dalian, China, AvePoint serves over 3000 enterprise customers, including many Fortune-500 companies. Winner of the Best of Tech Ed award for "Best SharePoint Product" in 2008, AvePoint is a Managed Gold Certified Microsoft Partner and GSA Certified Provider.