

IST Intrust Educational Services

Knowledge is Power!

Our Approach

Our approach to training aims to deliver exactly what you, the client, needs and wants.

Our expert trainer, Dale Lancaster, has significant, relevant experience, including training from the University of Industrial Distribution. Few people know the Intrust product as well, but none can instruct and coach you better. Dale has worked with the Intrust product and clients for over thirteen years, and has been a software educator for over two decades. His specialty is fine-tuning and workflow consulting in the areas of sales, purchasing/inventory management, and accounting.

dl@istserve.com or telephone direct to Dale 972-509-0981

Popular Topics:

- Accounting/Bookkeeping
- New Employees
- Service Desk
- Fine-Tuning Switch Settings
- New Versions and Products
- Software & Workflow Audit
- Inventory Replenishment
- Pricing
- System Administration
- Kits
- Reworks
- Workflow Improvements

Tailor Made

Expert, Instructor-Led

- 1) Initial Consultation...** assess needs
- 2) Design...** create agenda from goals and decide on method of delivery, and schedule
- 3) Delivery...** via webcast or in person, work the agenda to achieve goals
- 4) Evaluation...** gather feedback to establish that requirements and ROI have been met
- 5) Follow-up...** re-confirm evaluation

Client Kudos:

“I found IST **webcasting** lessons to be the quickest and most effective way to learn the IST computer system. The best part of the program is they tailored the lessons exactly to my company needs and my job tasks so I learned how to do my job better in no time at all.”

— Ali Hershey, Merchants Fastener Corp

**Customer
Satisfaction
Guaranteed**

Your satisfaction is always guaranteed when investing in education. If for any reason you are not pleased with the results, we'll waive the training fee. No “small print” on this guarantee.

Your satisfaction is our #1 priority.



Expert, Instructor-Led Training

Knowledge is Power!

Webcasting

Telephone + Internet = Webcasting

Wherever you are, we'll bring high quality, instructor-led training to you.

- Nobody has to travel anywhere
- No travel overhead
- Easier to handle and retain in smaller pieces
- Easier to schedule into your busy day
- Use our “sample” data and/or yours
- No broadband internet at the office? How about from home?

No more excuses
that you don't have time or you can't afford to have an expert come on-site.

High quality training
making real improvements
in your business!

\$175 per hour ** Recording option for a \$45 fee (per webcast) **
(rounded to the quarter-hour)

Same price for one or many trainees—even from multiple locations.

I had a very positive experience with IST **webcast training**. I was unclear on the kitting functions that IST provides. Dale was able to provide comprehensive, hands-on training without having to come to our location. The entire session was productive, illustration was provided in test mode as well as live mode. It was as if Dale was sitting right next to me providing detailed guidance throughout the entire session. We have since implemented our kitting program using IST with no problems thanks to the thorough webcast training IST provided.

—Donna Johnson, Spentro Industrial Supply

In-Person

At your site or ours

There's nothing like meeting face-to-face. Being in-person is ideal. Often times clients choose to have an on-site visit to cover a large variety of issues, or for an audit. Being face-to-face is often more engaging, enhancing the process and results.

\$175 per hour + travel expense
(rounded to the quarter hour)

Software & Workflow On-Site Audit

The Audit is for digging up workflow improvement opportunities to improve performance.

1) Analysis: Over two to three days, Dale will observe your operation in the various functional areas and ask many “*How do you handle this?*” type of questions, looking for

opportunities to improve the efficiency and effectiveness of operations workflow by fine-tuning the process and/or software.

2) Discovery: Expose workflow issues and software issues for performance tuning.

3) Audit Report: Summarize findings and recommend a hit list of improvements in a report to you w/in 24-48 hours of conclusion.

“The IST training programs IGS has invested in have made a significant improvement in our use of Intrust. Intrust has *many* features and the personalized training was the best way for IGS to determine the best way to use those features. IGS invested in an **on-site training** program in which we were able to reach more of our users. IGS also invested in a one week, one-on-one training program for our Systems Administrator with Dale at **IST's training facility**. Both training programs were prepared well and were presented with enthusiasm. Dale's professionalism and knowledge of IST made the training a good investment for IGS.”

—Daryl Frey, International Gasket & Supply

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