

## Training Services

# Problem Solving & Critical Thinking



## MAXIMIZE ROI WITH BOMGAR UNIVERSITY TRAINING SERVICES

Bomgar Professional Services help drive efficiency, productivity, security, and a higher return on investment from the Bomgar remote IT solution. Our Bomgar University Training Services are designed to elevate your support organization performance, and maximize your return on investment in Bomgar. Superior training is part of our commitment to helping you obtain the maximum benefit possible from the entire Bomgar enterprise support platform. Our support representative training options will demonstrate how remote support best practices can be leveraged from Bomgar capabilities. You can select from a variety of modular training options to ensure your team receives relevant education.

When it comes to remote IT support, Bomgar is an industry leader with the solutions and expertise you need to make enterprise remote IT support a differentiator for your organization. Our focus on innovation and service excellence will help take your support operation to the next level.

## BOMGAR TRAINING FOR YOUR REPRESENTATIVES

The Bomgar Problem Solving & Critical Thinking Workshop is ideal for help desk analysts, support professionals and managers who want to enhance their skill level for identifying true root causes. During the 2.5 hour workshop course your representatives will learn a process approach to problem solving and root cause analysis, using critical and creative thinking as well as defined methodologies. As a result, representatives gain confidence and greater efficiency when resolving customer issues.

## VIRTUAL TRAINING OPTION

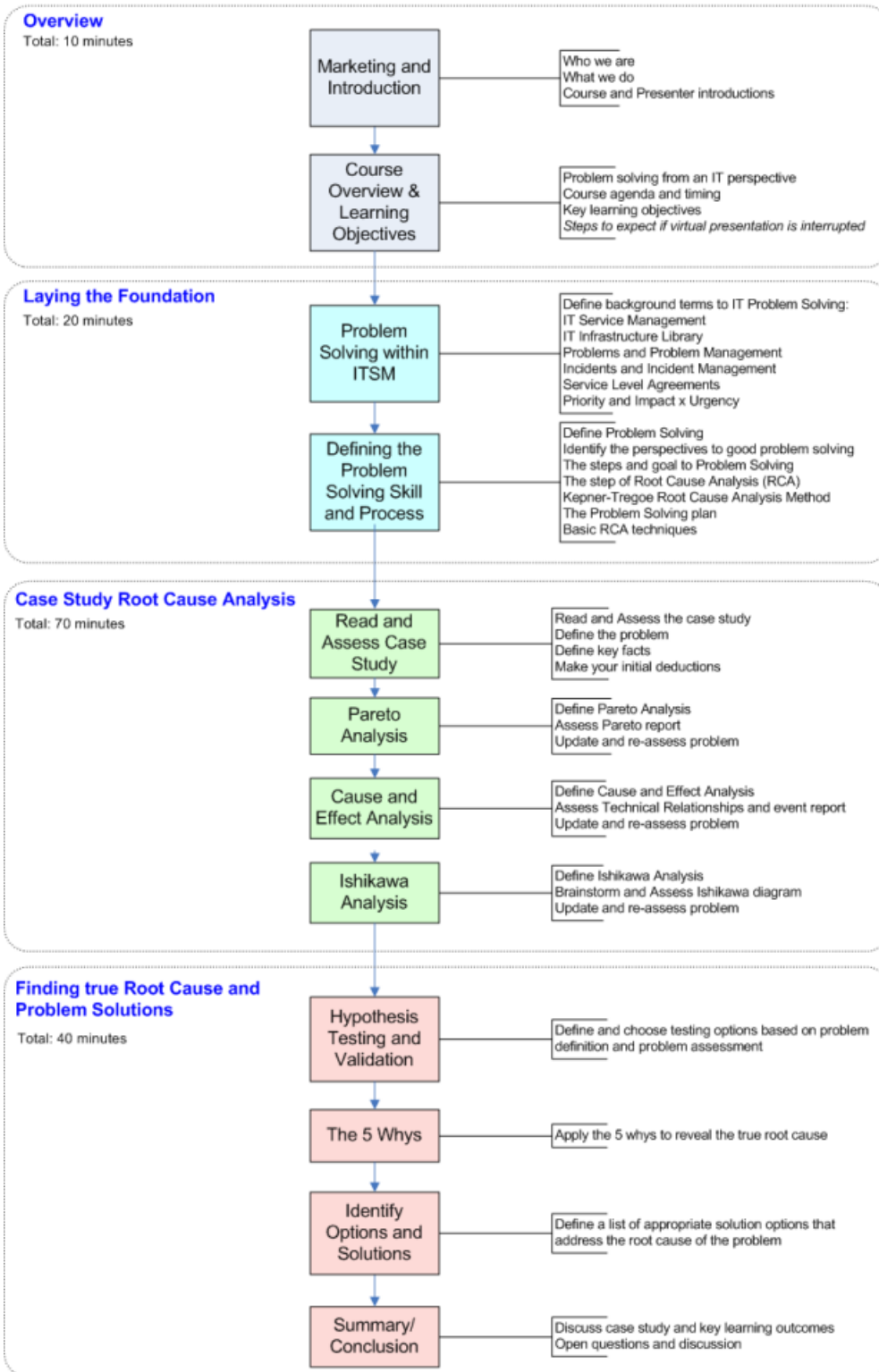
The virtual 2.5 hour workshop allows your team to engage in Bomgar learning from any location. The course is led by an ITIL-certified instructor.



*"The Bomgar training helped us uncover new ways to securely deliver remote IT support to internal and external clients."*

Director of Desktop & Messaging Services  
Fidelity National Services

### Bomgar Problem Solving & Critical Thinking Workshop



## KEY LEARNING OBJECTIVES:

- Problem solving as a structured process
- Information Technology Service Management (ITSM) problem solving perspective
- Critical thinking techniques
- Inductive and deductive reasoning
- Hands-on problem solving techniques
- Root Cause Analysis (RCA) methodologies and techniques
- Identify the true root cause
- Kepner-Tregoe RCA method
- Pareto Analysis technique
- Ishikawa Diagram method

Schedule your virtual course within 60 days of purchase.

## GET STARTED

Bomgar University – Elevate your support organization performance and maximize your return on investment in Bomgar.

**TO LEARN MORE:** Please contact your Sales Account Manager today at 866.205.3650

## BOMGAR PROFESSIONAL SERVICES

Bomgar is committed to providing customers with the most secure, effective and efficient collaborative remote support solution available. Our Professional Services help customers gain the most value from their Bomgar deployment.

## ABOUT BOMGAR

Bomgar offers the only enterprise-class remote IT support platform available today. With software, hardware and professional services, our platform is the only solution you will ever need for remote support. Bomgar's end-to-end capabilities enable you to consolidate, streamline and secure your support operations, while boosting customer satisfaction and reducing costs. We lead the market in innovation—from expanding support to new mobile platforms, to delivering advanced performance analytics—Bomgar will keep your support capabilities secure and in step with changing technology and evolving market requirements.