



## Vertical Training and Certification

Training

# Vertical University Certifies You For Success



**Vertical University provides a state-of-the-art, Web-based learning environment to enable the Vertical Communications community to access training and certification on Vertical products, as well as courses on related technologies and other subjects of interest and value to our Partners.**

“ Vertical University training will sharpen your ability to identify more opportunities to sell, install and support our products. By improving your understanding of both product and market, you will sell more effectively and profitably. ”

### GET SHARP – STAY SHARP

Technical training is a key requirement for Vertical Communications Business Partners. Both new and established Business Partners are required to become certified in the Vertical products they sell. Vertical University will prepare you by sharpening technical skills.

In addition, Vertical University will help you develop a better understanding of the customer environment and the application of converged technologies to help solve your customers' problems. Vertical University training will sharpen your ability to identify more opportunities to sell, install and support our products. By improving your understanding of both product and market, you will sell more effectively and profitably.

### TRAINING APPROACH

Vertical University incorporates a modular approach to training by segmenting critical course elements into easily consumable units. Structured in a building-block format, the subject matter from one course ties into the next, so that students progressing through the

modules sequentially can develop a firm understanding of the materials.

### BLENDED DELIVERY EXPERIENCE

Vertical University offers a variety of delivery mechanisms, including some classroom-based, instructor-led training but emphasizing Web-based formats – scheduled live instructor-led Webinars and on-demand training that students can consume 24/7 at their own pace. The administration of Vertical University is Web-based and interactive. Partners can review and register for classes, take tests and access test results on an organizational and individual level, as a means of tracking progress toward certification attainment.

### VERTICAL UNIVERSITY TRAINING TRACKS

The emphasis of Vertical University is on the all-around preparedness of Business Partner organizations to succeed. Thus, Vertical University includes both technical and sales tracks. Courses span all Vertical product lines and offer career-building opportunities by providing Vertical-specific and industry-recognized certifications.

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## *Technical Track*

The Vertical University technical track is segmented with required courses specific to the Comdial, InstantOffice or TeleVantage brand products and systems for new and experienced Business Partner staff. Please refer to the Vertical University Curriculum for specific details.

## *Sales Track*

The Vertical University Sales Track is currently being defined. More information and details will be added over time.

## **CTP AND CCNT CERTIFICATION**

The Converged Technologies Professional (CTP) Certification and Certified Convergent Network Technology (CCNT) certification are highly recommended as prerequisites for entering Vertical University technical tracks. CTP and CCNT certifications are endorsed by many of the largest telecom manufacturers and validate an individual's ability to implement convergence technology solutions.

Vertical has partnered with ComputerPREP, a leading vendor of Information Technology training and exam preparation guides, to provide special Business Partner discounts on CTP and CCNT Web-based training prep courses and related materials. We are excited to provide this exclusive program to the Business Partner community as part of our continuing focus on

delivering options to help increase your competitiveness in the marketplace while managing business costs. While we do not require CTP or CCNT certification as a prerequisite to Vertical training programs, we find these certifications to be highly valuable.

## **STUDENT REGISTRATION**

At this time, Vertical University registration is open only to employees of Vertical Business Partners. To register or for more information, please visit the Vertical Information Exchange Website.

## **ABOUT VERTICAL COMMUNICATIONS, INC.**

Vertical Communications, Inc. is a leading provider of next-generation IP-based voice and data and digital communications systems for business. Vertical combines voice and data technologies with business process understanding to deliver integrated IP-PBX and application solutions that enhance customer service and business productivity. Vertical's customers are leading companies of all sizes — from small to large and distributed — and include CVS/pharmacy, Staples and Apria Healthcare. Vertical is headquartered in Cambridge, Mass. and delivers its solutions through a worldwide network of systems integrators, resellers and distributors.



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