



Training Solutions - Remote

Snap-On Business Solutions offers a range of remote training solutions, making it easy to train a new technician or build on the skills of a seasoned professional. Snap-On Business Solutions' *telephone* training offers flexible scheduling for a live, one-on-one training experience via the telephone.

Our *Internet** training brings a live, virtual training session to one or multiple dealerships at the same time. It's conducted by a live trainer via a Web classroom where students login and are joined with the instructor and other students. The virtual classroom is a stimulating, interactive environment that promotes learning and comprehension.

Our remote training courses are not only convenient, but also economical as a student can attend the training from their workplace. The following training courses are available via telephone or Internet.

REMOTE TRAINING

Basic application training:

- Best for new hires or for existing technicians who need additional assistance with the basics of specifying parts.
- Focus of the training includes "Set" catalog, specifying a part and taking the part to the DMS.

Advanced application training:

- Recommended for experienced technicians who need refresher training, especially on enhanced product features.
- Focus of the training includes Shortcuts, VIN usage, VIN filtering, User Notes and Advanced Search techniques.

Cross platform system administration:

- Best for new parts managers and IS employees who need to know how to properly administer and maintain the system.
- Focus of the training includes performing monthly updates, back ups and properly shutting down the system.

Emulation:

- Recommended for those who recently changed DMS providers and long-time technicians who need refresher training.
- Focuses on transporting one or many parts to the DMS, navigating the transport buffer and configuring the emulation window for peak performance.

As always, Snap-On Business Solutions offers individual, group/regional and follow-up on-site training.

*All Internet training sessions last for approx. one hour.