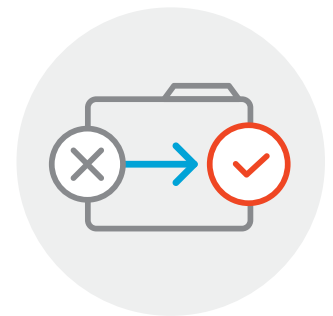# Training That Delivers

Adlib's Professional Services are designed to deliver the knowledge and resources customers need to manage and maintain the Adlib platform, fully utilize its features, and ensure a smooth and successful implementation. From implementation to training, web services training, and go-live support, a range of services are offered to ensure that Adlib customers get the most out of their software investment.

Adlib Quickstart

This prepackaged service encompasses all of the vital steps needed to ensure a successful implementation of the Adlib product: validating prerequisites, performing installation and configuration, and supporting the customer through every step. The Adlib QuickStart package includes a professional services engagement (including support hours) to aid in the definition, design, and implementation of the Adlib solution. This package also includes add-ons for training, in addition to the following:

- Pre-Install Environment Readiness Check
- Standard Implementation of Application Software

- Project Management
- Configuration & Testing
- Product Overview

Platform Training

Core Training:

This three-day training course provides customers with the essential skills required to configure and troubleshoot the Adlib product. It is a combination of hands on and theory, covering everything from configuring the application to satisfy common business use cases, architecture, the user interface, implementing workflows, troubleshooting, and more. This course is targeted for those with a basic knowledge of networking, SQL Server, and Windows Server administration.
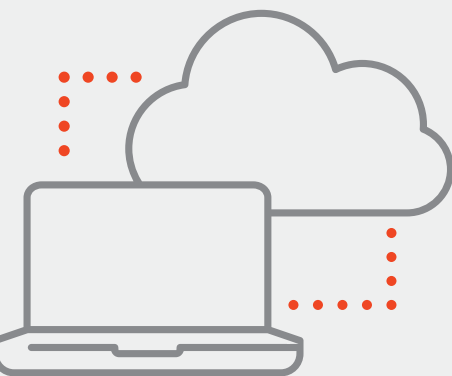
Classification & Extraction Training:

This program is intended for students who have completed the Elevate™ Core training to understand classification and extraction concepts and best practices, as well as rules development and rules management. It is a mix of hands-on training and theory-based training, covering everything from configuring the application to satisfying common business use cases, the user interface, troubleshooting, and more. All Platform training is delivered in an Adlib-hosted cloud environment with hands-on exercises. All trainees will receive a participation certificate upon completion of the program. Those students wishing to be certified at the completion of the program may take a test to evaluate proficiency in each of the learning objectives stated in the applicable course syllabus.

Web Services Training

The Adlib Professional Services team offers a one-day training session delivered in an Adlib-hosted cloud environment, to help customers fully utilize the Job Management Services API of the Adlib platform. Best suited for developers, system integrators, and OEM/SaaS partners, this training is technical in nature and involves practical lab exercises. To get the most out of this session, it is recommended that trainees have experience with high-level programming language, preferably C#, and some knowledge and experience around interfacing with web services (SOAP/REST). The training is delivered in the C# language.

Additional
Go Live
Support

Go Live Support is designed to provide our customers with an extra level of support and confidence as they cross the finish line on their Adlib implementation. To ensure that everything is running smoothly, a qualified Professional Services Consultant is available for 24 hours of service (three eight-hour days) to provide pre-production system validation, standby support, and post-production support over a 30-day period. To secure the necessary resources to meet go-live and post-production needs, two weeks of lead time is preferred. Adlib Go Live Support includes the following:

• Support Test Run of Production Implementation (Configuration, Performance & Integration)

• Participation in Business Continuity Planning

• Checkpoint Planning During Rollout/Cutover

• Standby During Roll Out

• Remote Support Only

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