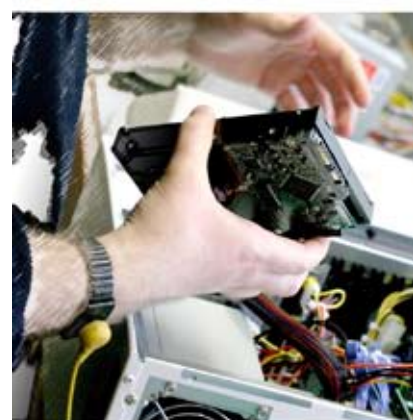


Training Centre

CAPTEC

Tried, Tested and Trusted

Fuzzy understanding



Clear knowledge & Skill



Key Benefits

- More empowered and knowledgeable staff
- Substantially reduced repair times in the field
- Expedited learning curve for valuable technical staff
- Substantially improved reputation with your customers
- Learn from and network with peers from different companies
- Substantially reduced end-to-end maintenance & repair costs
- Substantially improved uptime and service levels with your customers

Give a man a fish and you feed him for a day, teach a man to fish and you feed him for a lifetime.

Captec Training Centre delivers Training and Development for **Service** and **Repair Professionals**

The installed base of application specific systems or OEM equipment which incorporates some form of industrial or embedded computer is growing year on year. Technical professionals, who are tasked with maintaining these computer based systems or equipment, are rarely trained on understanding the failure modes of computers, diagnosing them, and making effective and efficient repairs on site.

The entire computer equipment then becomes a field replaceable part. This increases the spares cost from relatively inexpensive parts, to very expensive complete industrial computer systems. Coupled with this, there are the additional extraction costs and the follow-on RMA logistics with its associated costs. To cap it all off, there is the inevitable disruption, invariably leading to customer dissatisfaction, and costly downtime to someone.

If you supply and maintain systems, or your own equipment, that includes some form of industrial or embedded computer you will benefit enormously from continued professional training.

Quality training

- Our training is delivered by technical engineers, with many years of experience in the field of diagnostics and repair of industrial computers.
- Our training course material has been collected and distilled from real life examples, of what happens in the field every day, not just a classroom academic interpretation.
- Our training courses are focused on the failure modes that occur most commonly, and matter most (Pareto principles apply where over 80% of failure modes are caused by less than 20% of the components).
- Our training incorporates a balanced mix of
 - Classroom trainer delivery
 - Hands on workshops, diagnosing and repairing real hardware
 - Interactive group problem solving
- Our training is scalable, so you can undertake as much, or as little as appropriate for your business, but with each course you will build on previous foundations.
- Our training centre is purpose designed and equipped with the latest interactive Audio-Visual equipment.
- Our courses include a complete documentation pack for future reference as well as quick reference guide and diagnostic flowcharts.



Hands On sessions

The best way to learn, after being shown how, is to do it yourself. Our guided workshop sessions will give you a chance to try diagnosing, and repairing, a variety of real faults. All in a supportive and learning rich environment of an interactive workshop with your peers and facilitated by Captec skilled engineers, to guide you as needed.

Training for **any make or model** of industrial computer

Our training courses are generic, dealing with common principles of failure modes in industrial and embedded computers. It will not matter whether you have purchased Captec equipment, another third party or even integrated your own, the



OUR VISION-A world where computers can operate

ed him for a lifetime.



principles still apply. The enclosure and internal layout may look slightly different but the functionality of the computer equipment does not change.

Industrial computers vs commercial computers

Commercial computers are largely stand alone devices without a great deal of dependencies or criticality. Industrial or embedded computers on the other hand, are typically integrated in a system or in an OEM piece of equipment. Failure of the computer will mean failure of a machine or an application which is controlled by a system. Our training courses are specifically tailored with this in mind.

Build your knowledge and skills

Captec training courses are carefully designed to be layered on each other. Enabling you to build your knowledge and skills in a staged and continuous manner. Training works best when its administered in digestible doses and drip fed over time. Computer configurations now comprise such a wide diversity of technologies, with seemingly endless combinations and permutations. Coupled with

hardware issues the courses also deal with associated operating systems and failure modes originating from incompatibilities or incorrect settings. With this, and the relentless pace of change in the IT industry, learning has to be a long term commitment. Our courses cover a multitude of elements, which can be layered to suit you, to take you from a foundation level, to the most appropriate level for you, and the needs of your organisation.

Become a Captec Certified Engineer (CCE)

Because our training courses are based on a scalable approach these can be accumulated towards a quantifiable level of competence leading to certification. Each course has an associated number of points which can be accumulated towards Captec Certified Engineer status. Our aim is to make this a recognised qualification of competence in the industry. An investment in our training will result in a valuable industry recognised and respected certification.

Who should attend

- Field maintenance and service engineers who are responsible for maintaining equipment in the field which includes an industrial or embedded computer.
- Laboratory repair technicians who repair industrial or embedded computers.
- Production technicians or engineers who integrate computers into the equipment you supply.



Tried, tested and Trusted

reliably in any environment for the benefit of mankind

OUR PURPOSE To be the recognised global leader in the design and manufacture of reliable and affordable industrial computers fit for demanding environments.

No Captec computer equipment purchase necessary

You don't need to have purchased any computer equipment from Captec to join the training courses. Simply book up and you are good to go.

Selection of courses

We are continuously building our courses in collaboration with our customers, to ensure that these are relevant to the needs of our customers and our industry. The courses and their content will be regularly updated on our website.

On Site training

We can bring the training to you if this proves more convenient or economical for you. For larger sites with a greater number of engineers and technicians this may be more convenient than sending a team of people off site. Our training centre manager will be happy to discuss your requirements and to find ways in which we are able to accommodate your needs.

Training vouchers and loyalty discounts

We bundle Captec Training Vouchers with the purchases of Captec equipment, so the more you buy the more you benefit. Equally, with every training course you attend we will contribute towards your training vouchers piggybank as well as offer loyalty discounts which are incremental with the number of course levels you attend. You can redeem the training vouchers against the cost of any future training courses.

The Costs

Training courses vary in price based on content and duration. We offer a combination of paid for courses or redemption of training vouchers. With every training course attended you will be awarded training vouchers which can then be used towards your next training course.

Our quality money back guarantee

If a Captec training course fails to meet your expectations we will refund your course fee in full.



Easy and convenient booking

Booking on to a course is easy and convenient. Simply select the course you wish to join and fill in our on-line booking form on our website. Alternatively you can download the booking form and fax or email it to us. We will take care of the rest.

Invest in your knowledge and take action today

Try our foundation course straight away. You will be amazed by how much you will be able to diagnose and repair from this course alone. You have all to gain and nothing to lose with our money back guarantee.

Please refer to our website for further details on any aspects of our training centre and services on www.captec.co.uk/training



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INVESTORS IN PEOPLE



Strenuis Ardua Cedunt - Difficult things fall to the strong

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