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Online Mentoring and Support Service

Launched in 1995, and constantly evolving, our Online Mentoring and Support Service, called **Instant Mentor**, is essential in 2 different fields: -

- **It provides students** with a real life, real time, Mentor to support them in the training activities. The ability to communicate with a Mentor whilst taking computer based training courses provides *motivation, reassurance* and *guidance*.
- **It provides Software Product Users** with a *24x7x365 Support Centre*. Acting as a first line support our Mentors are highly qualified *subject matter experts* who have the full use of extensive testing facilities in order that client problem scenarios can be replicated to aid and speed the resolution process.

In both circumstances, the Mentors are available directly from the desktop via a web browser style chat facility, enabling users to access answers from real people in real time. Each user gets *individual attention* from a subject matter expert **for the life of their licence**, which is usually **12 months**.

You can use Instant Mentor: -

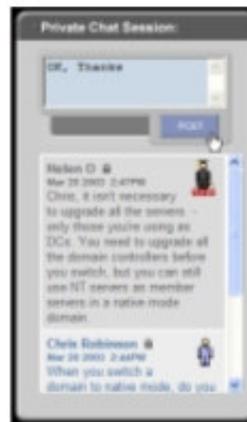
- To talk to a real, experienced, and highly qualified Mentor through a totally private chat interface
- To get instant answers to your questions
- Keep a record of previously asked questions
- To discuss complex scenarios and concepts
- To confirm your ideas
- To find answers to technical support queries
- Or simply to seek assurance that you understand the topic or product at hand

In summary, Instant Mentor can: -

- Act as an alternative to telephone support centres **from just £5.36 per user per annum**
- Alleviate the need to ask colleagues for help
- Bridge the gap between instructor-led and self-paced computer based training
- Reduce “down-time” due to problems using new software and hardware

“Human Interaction is an essential element of effective learning. The ability to communicate with Mentors and their peers provides motivation, reassurance and guidance”

Unknown

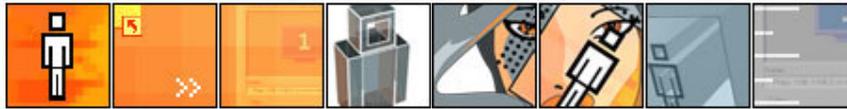


Users ask their questions in a private on-line one-to-one discussion with their mentors who are available 24 hours per day, 7 days per week. Each Mentor is a Subject Matter Expert in their field.

In addition, at the end of every session, the user can have the transcript of their conversation with the Mentor emailed to them for future reference.

Benefits for the Company: -

- Help smooth the transition of introducing new hardware, software and other I.T. equipment
- Reduce demands on the Help Desk, in-house experts and colleagues
- Reduce or replace the traditional cost of internal or external Help Desk solutions
- Eliminate the frustration and hesitation that can accompany the introduction of new systems
- Reduce the “down-time” created by employees trying to find their own solutions
- More productive employees
- Get a greater return on your I.T. investment
- Get a greater return on your existing training investment
- Identify skills gaps within your organisation
- Identify problem areas within your I.T. infrastructure
- Obtain real-time reports on service usage
- Infrastructure provided and maintained by us



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Online Mentoring and Support Service

“A mentor will provide ongoing support. There is a strong need for an online learner to feel connected, not isolated”

The MASIE Centre

Instant Mentor is a constantly evolving service and is supported by a dedicated mentoring team based in Europe, Asia Pacific and North America. Our mentors are all subject matter experts in their fields, hold the latest industry qualifications and are available to coach, support and advise users and students around the clock using real time interactive chat and e-mail.

Users also have access to a host of other course-specific learning resources such as assignments, frequently asked questions (FAQs), message boards and libraries of useful links to further reading. Plus a transcript of each session can be received by email.

Example Case Studies

Case Study One

ABC Air Services needed to replace their existing telephony equipment with 5000 IPT phones.

They were concerned that, despite hosting short in-house training sessions to explain the new phone system, staff may have difficulty using the new phone features and spend valuable time looking for, and reading, the IPT phones instruction booklet.

Instant Mentor were approached to propose a solution. We trained some of our Mentors on the IPT phone installation and usage and installed a mock setup on our own premises and instigated a 6 month project enabling staff access to the IPT trained Mentors

An icon was put onto each of the clients desktop and when problems arose they simply clicked on it to open a public chat with one of the Mentors. The Mentors were able to advise the staff on the use of the new phone system, even including pictures of the phone where required to highlight the buttons they needed to press to access the relevant phone functions.

Reports were made available to ABC Air Services to show usage of the Mentor system and to highlight any staff that would benefit from a face to face refresher course on-site.

Case Study Two

Best Bank PLC were rolling out Microsoft Vista updates to all of their desktops, worldwide, along with MS Office 2007.

They had already made the relevant We Teach You online training courses available to all staff. These training courses allowed the staff to see the changes they could expect with Vista and Office 2007 and, because the courses were online, staff could drop in and out of courses whenever they had a few spare moments, even continuing their training whilst travelling or at home.

However, Best Bank PLC were concerned that some staff may not adopt online training easily and would miss having a “tutor” around to answer questions and generally reassure and guide them. In addition they wanted to make sure that if any member of staff encountered a problem with the new Microsoft software, they had immediate access to help.

Instant Mentor proposed a solution enabling staff to access the 24x7x365 Mentors simply by clicking on a desktop icon. The enquiries were routed to our Vista and Office 2007 Mentors enabling staff to get instant answers to their questions.

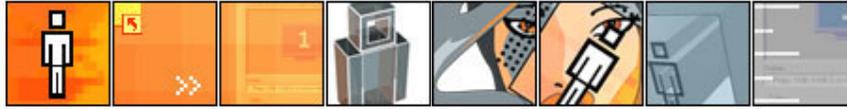
As the Mentor solution was available 24 hours per day, the issue of having staff in different global offices with different time zones was not a problem.

Instant Mentor –



Providing cost effect Subject Matter Experts to your business – 24/7.

Licences are usually active for 12 months and are available from as little as £5.36 per user per annum.



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Products and Topics Supported by our Mentors

Our Mentors cover too many products to list here, but a sample are listed below: -

- Cisco
- Microsoft Packages, including Windows, Office, Server and more
- Macromedia
- Customer Service
- Linux
- CompTIA
- IPT systems
- Xbox 360
- and so much more

What our Customers and their staff say

“Thank you very much! That explains it perfectly.”

Tim Thomas

“As usual you have more than answered my question(s), for which I am most grateful. Cheers”

Steve Giergiel

“Thanks Graham for your detail explanations. This topic is much more clear to me now.”

Raymond Chan

“Thank you, thank you, thank you. I didn't think I would ever get the hang of the new software in our company. Now I feel like an expert!”

Sarah Copeland

“It is a weight off my mind knowing that staff have instant access to experts whenever a problem arises – thank you

South Lanarkshire Council

“Your patience knows no bounds – thanks for the help”

John Fairstow, South Africa

Want more information or an evaluation: –

Call us now on

08 700 800 900

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Institute

ORACLE
Certified Professional



SAP R/3

