

## Partner **certification**

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# Content

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- 1 DocuWare certification program
- 2 Your team for DocuWare solution sales
- 3-4 DocuWare certification and recertification
- 5 Training approach and course content
- 6 Registration for trainings & events
- 7 Basic information
- 8 Contact us

# DocuWare certification program

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A well-trained team is an essential component for successfully selling document management solutions. From the acquisition of prospective customers to a solution presentation and, ultimately, to implementation and support, you need different expertise along the way. The DocuWare certification program offers everyone involved in this process the best possible training. It provides a solid foundation that builds on expert product knowledge – and is truly the key to success.

Here's how to create a powerful team that is ready to sell DocuWare solutions:

- When **DocuWare Sales Advisors (DSA)** make their first contact with a potential customer, they need to know the benefits of document management and common applications for using DocuWare in order to have a meaningful conversation and build interest.
- A **DocuWare Application Consultant (DAC)** handles tasks like solution presentations as well as analyzing a prospect's requirements to create a custom solution recommendation and detailed proposal.
- The **DocuWare System Consultant (DSC)** is responsible for planning and implementing the DocuWare system as well as further customer support.



# Your team for selling DocuWare solutions



## **DocuWare Sales Advisor (DSA)**

Upon certification, a DSA is in a position to conduct qualified discussions with interested parties on the subject of document management and convince them of the urgent need and benefits of a document management system. The DSA then hands over qualified leads to the DAC.



## **DocuWare Application Consultant (DAC)**

DACs are sales-oriented product specialists. They are able to conduct an optimal presentation of DocuWare and communicate all of the solution's benefits. They lead the sales process from discovery to presentation to the final proposal creation; then they close the deal. Our training sessions ensure that every DAC is familiar with the product range and feature sets.



## **DocuWare System Consultant (DSC)**

DSCs are responsible for technical consulting, installation and implementation, as well as software updates and ongoing support for a DocuWare system. In our training sessions, a DSC is given the detailed, technical knowledge needed to take the information gathered during the discovery phase to then plan, install, configure and support a customer's system.



## DocuWare **certification** and **recertification**



Certification is an essential part of our Partner program. It qualifies and signals that you are ready to develop, present, implement and support comprehensive and professional document management solutions for your customers.

- In the first six months after signing a Partner Agreement, each Authorized DocuWare Partner (ADP) trains at least one employee as a DocuWare Application Consultant (DAC) and at least one employee as a DocuWare System Consultant (DSC).
- In addition, we encourage Partners to train as many sales employees as possible as DocuWare Sales Advisors (DSA).
- If a certified DAC or DSC leaves the company, a new employee must be trained and certified or an already certified DAC / DSC hired within six months.

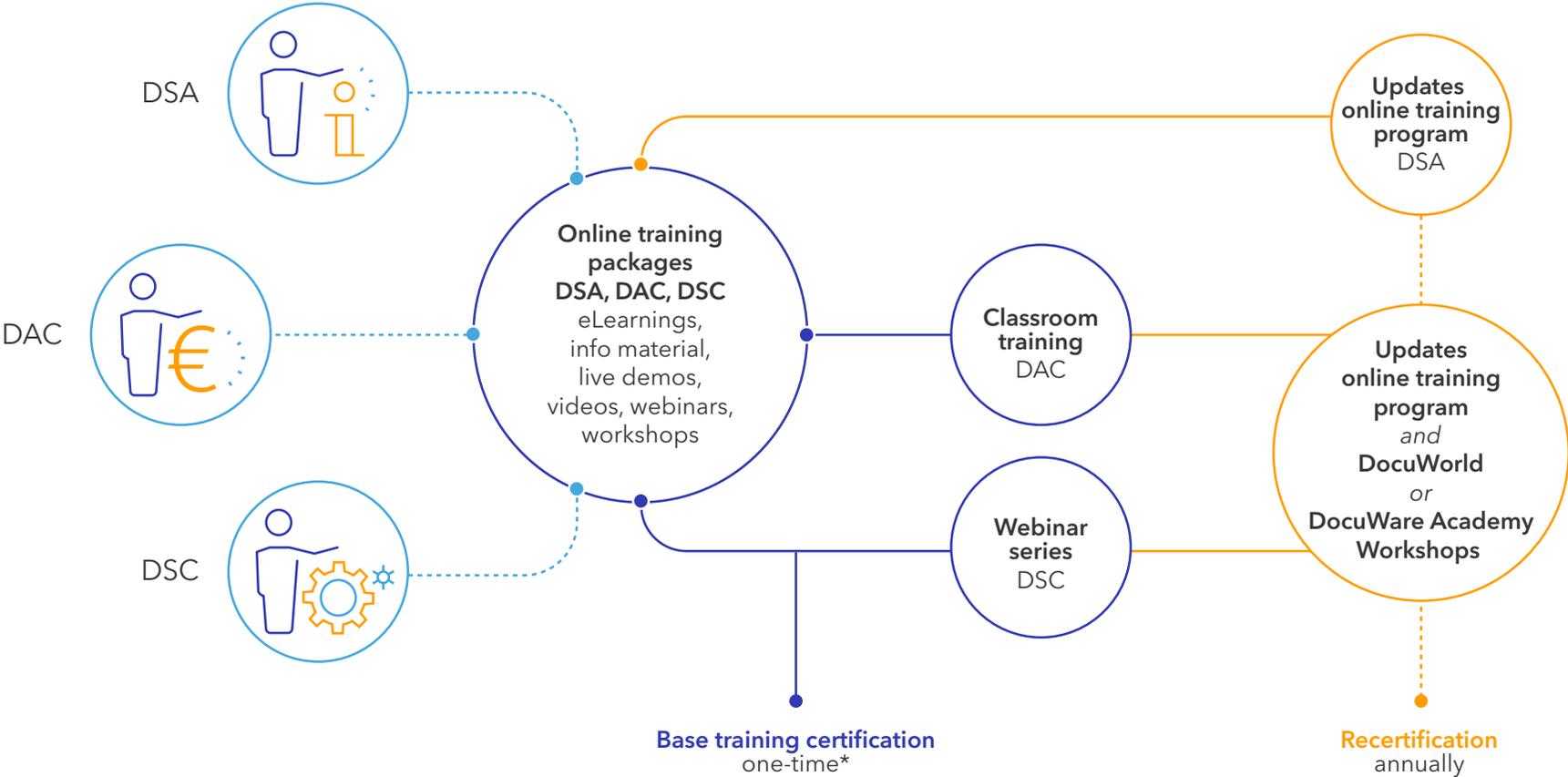
Certification is initially valid until the end of the upcoming calendar year.

Recertification is required every year. This can be achieved by

- passing all new or updated eLearning and webinars including the related exams  
and participating in classes
- at the annual [DocuWorld Partner Conference](#) or
- DocuWare Academy

Continuous training ensures that DSAs, DACs and DSCs always have the latest product knowledge and information about DocuWare.

# DocuWare **certification** and **recertification**



\*If certification expires, base training would need to be retaken within next 6 months.

# Training approach and course content



## Training approach

To achieve the most effective and sustainable learning experience possible, DocuWare uses a combination of different teaching and learning methods:

- eLearnings
- Sales and product material
- Live demos
- Classroom training
- Videos
- Webinars
- Workshops

Employees can choose when, where and how quickly they'd like to learn. Exams make it possible for individuals to test their knowledge. Each certification's online training takes about one week to complete.

## Course content

- Knowledge of document management
- Benefits and possible uses / applications of a DocuWare system
- DocuWare sales process – from lead acquisition to contract conclusion
- Account management
- Working with DocuWare and its add-on modules (features, application areas)
- Development and presentation of the DocuWare solution
- Discussion of benefits
- Case studies and practical examples
- Planning of a DocuWare system and licensing models (Cloud or On-premises)
- Installation, setup, configuration of a DocuWare system
- Administration and maintenance of a DocuWare system
- and much more!

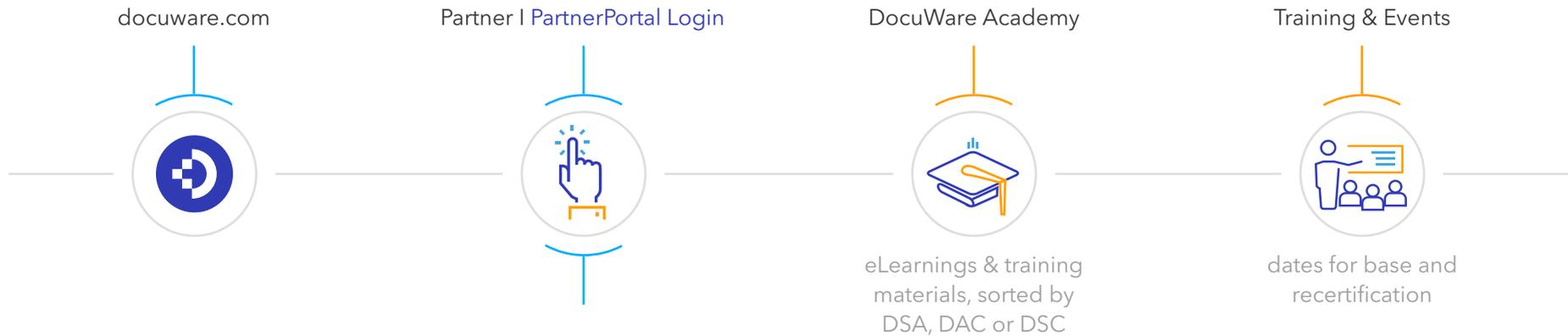


# Registering for trainings & events



The **DocuWare PartnerPortal** is the central DocuWare certification platform which is accessible via the Internet. Once you have successfully registered as a DocuWare Partner employee, you can enter the portal from our [website](#).

After you have logged in, you will find all the elearning and training materials you'll need under **DocuWare Academy**, sorted according to the different roles of DSA, DAC or DSC. In the **Training & Events** section, you can find dates and register for base and recertification trainings including the [DocuWorld Partner Conference](#).





## Basic information

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To be **certified as a DSA**, the successful completion of eLearnings, webinars, documents and tests (online training program) are sufficient for career development in this role. For the **certification of DACs and DSCs**, in addition to the elearnings, attendance at a classroom training course and webinars, as well as passing required examinations, is required.

**The classroom training and webinar series** both build on information from the online training program. Therefore, attendance at a classroom training course or a webinar series is only possible once all necessary online training courses (with their corresponding tests) have been completed.

- As long as a training course still has space, you can register before you complete online training. You will automatically be added to the reservation list.
- Two weeks before the first training day, the system checks whether you have finished the online training courses. If yes, you will receive a spot in the training. If not, your registration will be cancelled and the spot will go to a participant on the waiting list.
- A waiting list is only offered once a course no longer has any free spots and the participant has completed all online training.

### Course Fees:

- Training room, course materials, lunch and refreshments are provided by DocuWare.
- Course locations can be found under course description in the PartnerPortal.
- Travel and accommodation costs are the responsibility of the participants. Information on travel and accommodation can also be found on the [DocuWare website](#).
- DAC and DSC trainings and recertifications are included in the annual Partner fee.
- If a confirmed registrant cancels less than ten days prior to the start of the course, we will charge a cancellation fee of 50% of the course costs – if no replacement participant from the ADP company is registered. In the event of non-attendance without cancellation, 100% of course costs will be charged.



## Contact



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