



Delta Training in Oracle Release 12

IT Convergence Education Services offers Oracle R12 Delta Training that will allow you to:

- Understand the differences between Release 11.03 and Oracle Release 12
- Utilize ITC's standard material library to tailor training to your specific business requirements
- Jump-start business requirements gathering for your upgrade
- Experience new features to determine their value in your business before you implement

What is Delta Training you ask? Delta training is professional instructor-led training that focuses on the differences between one Oracle release and another. Instruction is based on new features and enhancements from release to release. This is not full module training, as your users already know how to use the system they are currently working in. This training helps staff see how to transact with the new form or page, and to realize what new transactions can be performed to make their jobs easier.

Delta Training with IT Convergence (ITC) provides your users with the knowledge to easily move from one release of the Oracle Applications to another eliminating frustration and

adjustment periods while increasing efficiency. Delta Training provides the students with just the right information needed to move them from the current environment to the new environment. It allows them to hear about the new features from an expert and ask any questions they might have to clarify how features work in the new version of Oracle. Students will see first-hand how the change looks in the system through instructor demonstrations. In addition, the students are provided with enough time to try the new features and functions on their own with guidance from the instructor where needed.

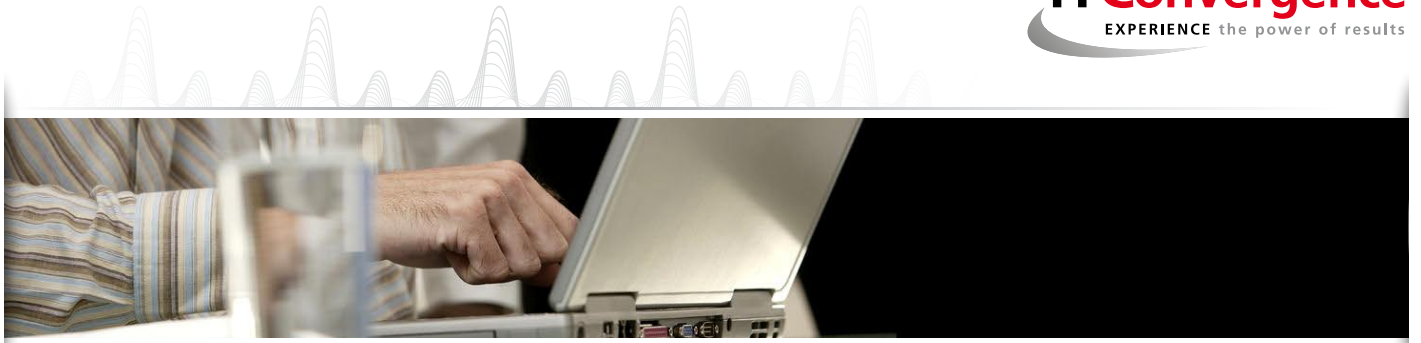
ITC finds that utilizing Delta Training for dual purposes helps to gain momentum for your upgrade. Many companies choose to provide Delta Training to their super-users and project team prior to upgrading, to jump-start the business requirements gathering process. Companies take advantage of these sessions to discuss how the new feature will impact the business, how important it is to implement (or not), and how business processes and reporting may be impacted by the new feature. Thus, requirement gathering is started, key users pass on the word of the exciting

R12 DELTA TRAINING HIGHLIGHTS

- Learn differences from one release to another
- Learn from experienced professional instructors
- Receive lecture, demonstration and hands-on learning in each session

R12 DELTA TRAINING BENEFITS

- ITC Instructors have industry and application expertise
- Only provide knowledge transfer on areas that are important to you
- Private classes exclusively dedicated to your organization
- Provide training either on-site with you or remote via desktop sharing



Delta Training in Oracle Release 12

new functionality to others, building excitement and beginning your change management communications.

SERVICE FEATURES AND BENEFITS

ITC provides a full range of education services including specific training targeted to Executives, Managers, Project Teams, and End-Users. From instructing on the most complex functional topics to documentation eLearning development and to change management, ITC Education Services (IES) delivers the know-how needed to ensure a successful project. IES covers a wide range of application topics, from Financials, Manufacturing and Supply Chain to Human Resources and Customer Relationship Management. All of our classes can be delivered either on-site or remotely. Our Delta Training focuses on only the differences from one release to the next. IES tailors its classes to include only the topics that are relevant to your organization. We tailor the training to meet your needs, providing you with the most efficient instruction. The training follows the format of

lecture/discussion, demonstrations and hands-on exercises to reinforce the learning. Training can be provided in a group, mentor or train-the-trainer format either on-site or remotely. Our training is flexible providing only the topics you select, in the format you choose, and delivery location of your choice.

ITC QUALIFICATIONS

- Proven instructors who are Subject Matter Experts with implementation and business experience
- Instructors have [hands-on R12 experience](#) with Oracle applications through Release 12
- Instructors teach lessons and provide practical tips based on how they've helped other companies achieve similar goals
- Global reach matched with local expertise

ITC CAPABILITIES

- Consulting Services
- Support Services
- Education Services
- Development Services
- Web Services

THE ITC R12 ADVANTAGE

- Global Reach
- Senior E-Business Suite Expertise through Release 12
- R12 Delta Training, tailored to your needs
- Experience gained from working on Oracle R12 deployments
- Full technical and database support

Whether you're trying to decide if R12 is best for you, or you're already upgrading to R12, ITC is ready to support you.

www.itconvergence.com

CONTACT US TODAY AND TAKE THE FIRST STEP TOWARD OBTAINING A WORLD CLASS SOLUTION:

US Offices

San Francisco
Corporate Headquarters
 450 Sansome, 13th Floor
 San Francisco
 CA 94111
 Toll free: (800) 675-0032
 Tel: (415) 675-7935
 Fax: (415) 675-7940

New York
 One Exchange Plaza
 55 Broadway
 21st Floor
 Suite 2102
 New York
 NY 10006
 Toll free: (800) 675-0032

Chicago
 Naperville Corp. Center,
 1250 East Diehl Road,
 Suite 100
 Naperville, IL 60563
 Toll free: (800) 675-0032
 Tel: (630) 799-0922
 Fax: (630) 799-0926

Global Offices

Buenos Aires
 San Martín 344
 27th Floor
 C1004AAH
 Buenos Aires
 Argentina
 Tel: [54] (11) 4000-8400
 Fax: [54] (11) 4000-8410

Mexico
 Torre del Ángel
 Paseo de la Reforma 350
 11th Floor
 Colonia Juárez
 Mexico DF, CP 06600
 Mexico
 Tel: 1 (800) 777-0051

Shanghai
 159 Madang Road
 Suite 501
 Shanghai
 200021
 China
 Tel: [86] (21) 6135-7190
 Fax: [86] (21) 6135-7100