



data communications

Now you can learn about RAD products – remotely

“The best way to learn is hands-on,” says Patrick Attias, formerly of RAD pre-sales and now part of RAD’s International Training Department. But sometimes it’s not realistic to learn hands-on, since we don’t always have physical access to the item we want to learn about. This is particularly true about RAD products, where older products are difficult to find, and newer products have only just been released. So Patrick and the International Training Department have developed a new web-based training program that enables users to configure RAD products from anywhere in the world.

Patrick aims to use his marketing and technical background to create training programs that are more sales and technically oriented with practical applications. “I envision introducing courses that will address real-life issues that distributors face and help them increase their sales and productivity,” says Patrick. “For example, courses like “How to design RAD solutions” or “How to answer a tender with RAD products” will help distributors deal with practical issues they face in their businesses.”

One of Patrick’s first training programs in his new position is the new Web Based Configuration Training program, or WBcT. This training program aims to increase access to RAD products for RAD distributor pre-sales and field technicians, and technical support engineers.

The WBcT will feature products users will most benefit from gaining easy access to them. For example, new products will be featured in the WBcT so that users can quickly learn about them, without having to wait for the next Technical Seminar. Products and/or applications for which Technical Support receives many support requests will also be featured frequently, allowing users to practice on them and hopefully clear up any questions they may have. Likewise, by featuring products and/or applications with high sales, the WBcT program will increase users’ efficiency and understanding of these key products/applications and prepare them for the sales process.

At any one time, the program will focus on a single product or application, and all users will have the opportunity to follow a guided workshop related to that product/application. Users must reserve a time slot to participate, and only one user will be able to configure the products at a time.

This type of remote product or application configuration will dramatically affect the format of RAD’s Technical Seminars. Participants at the Technical Seminars will already have a more advanced familiarity with RAD products being introduced at the seminar. Therefore, the lecturers and workshop managers will be able to work with the participants on a higher level by connecting an entire application instead of just configuring a single product in a specific application.



How do I configure a product from the other side of the world?

RAD will set up the application in a RAD lab. The workshop has been arranged so that no specialized programs are needed – you can complete the training with the common programs found on almost any computer.

If you are interested in participating in a WBcT, you need to complete the following steps:

1. Register and reserve your time slot.
2. Access the application using Microsoft's Remote Desktop Application (included in Windows XP versions)
3. Follow the Workshop Help in the application, together with the product's manual, to complete the configuration and training.
4. You can view the application remotely via a live Webcam. This allows you to see the LEDs on the units, and determine whether the configuration is succeeding.

A significant contributor to the success of training programs is user feedback, and in the final stage of the WBcT the student is requested to fill out a questionnaire about the experience. "We're very proud of this new form of training, but we know that we can only improve with the help of our users," Patrick says.

To find out more about WBcT, please contact Patrick Attias at Patrick_a@rad.com.