

04. Remote Training

‘What section is it today?’

‘Remote Training.’

‘That covers a multitude of things. What do you mean, by training?’

‘I’ve worked in IT more than two decades. When I started out, the Internet was dial up. Anyone who started at that time, knows that doing remote diagnostics or support when you cannot see the customers screen, that is the true test of technical skills and also patience. I’ve worked mainly with database products. Recently, SQL Express based. You can provide whatever manuals you like, but ultimately the customer has to be comfortable using your product or they fail to renew their licence.

Most software suppliers, charge an annual or monthly fee. For that, the customer gets support in using the product. This means that the trainer will need to know, how that particular business works. The database is the business model. I have worked with Dental Software, Veterinary Software, a furniture repair business, a database used to track business agreements on a legal contract. The software has little value unless the customers know how to use it.’

‘What sort of training do you offer.’

‘Remote training. I shall discuss the details with the customer.’