CUBRO NETWORK VISIBILITY

CUBRO EDUCATIONAL AND PROFESSIONAL SERVICES OVERVIEW

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Overview

Cubro offers comprehensive training and education services to its customers, aimed at providing them with the skills and knowledge necessary to utilize their products to their full potential. The training courses are designed to meet the specific needs of the customers and cover a wide range of topics, from technical background information to maintenance and troubleshooting procedures. The courses are delivered by subject matter and product experts, who combine theory with practical, hands-on learning.

The training is available both remotely and on-site, and can be tailored to the specific requirements of each customer. Overall, Cubro's training/ education and professional services are a valuable resource for customers who want to maximize the benefits of their Cubro solutions.

Education and Training Services

At Cubro, we understand the importance of continuous learning and development to keep up with the ever-evolving world of network visibility. Whether you're a new customer or an existing one looking to explore our products, our education and training services are designed to help you maximize the potential of our state-of-the-art solutions.

Our training courses are tailored to your specific needs and delivered by subject matter and product experts. We offer both remote and on-site training sessions. Remote sessions are a very effective way to provide the knowledge required to integrate Cubro solutions quickly into your work-flow. During an on-site session, our trainer will cover exactly the material you need and use your live system and data, answering your specific questions to ensure that you can use our solutions efficiently and effectively.

Training Content & Delivery

Prior to training, our experts will discuss with you the exact requirements to ensure that we deliver the content you expect. We provide your engineers with technical background information, classical product operation training, maintenance/troubleshooting procedures, as well as application-specific topics. With our technical experts' help, you can master the challenges and make the most of a Cubro solution.

The trainer will use both PowerPoint slides and hands-on labs for delivering training. The labs are critical to ensure that learners are knowledgeable of configuration options, best practices and use cases.

Labs provide an opportunity to:

- Build hands-on experience with Cubro products in a risk-free training environment.

- Build confidence in case of disaster recovery and to help with planning for future use cases.
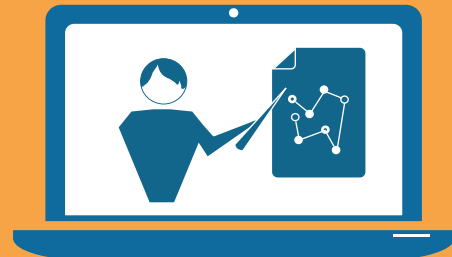
Highlights of our Remote or On-site Training

- **Skilled knowledge transfer and exchange:** Our training courses are designed not only to share insights, but also to instruct in the optimal utilization of our solutions. We combine theory with practical, hands-on learning tailored to your specific system.

- **Delivered by subject matter and product experts:** All our courses are taught by experts with extensive knowledge and experience in our products and solutions.

- **Remote or onsite training options:** We offer both remote and onsite training options to fit your schedule and location preferences.

- **Onsite training tailored to your needs:** During an onsite session, a trainer will cover exactly the material you need. We use your live system and data, and answer your specific questions to ensure you get the most out of your training.

- **Technical background, operation, and application-specific training:** We provide your engineers with technical background information, classical product operation training, maintenance/troubleshooting procedures, as well as application-specific topics.

- **From beginners to experienced specialists:** Our courses span all levels, from beginners and new users to experienced specialists.

Professional Services

We also offer professional services to help you succeed with your organizational objectives. Our professional services team will work with you to specify your needs and tailor the solutions to those needs. With our deep technical knowledge and expertise, we can help you maximize the potential of our solutions for your transformation. Our professional services include on-site services like site surveys as well remote services like unit configuration/use-case definitions or troubleshooting.

- **Implementation Services - Helps customers deploy and configure their network visibility and analytics solutions.**

- **Integration Services - Helps customers integrate their network visibility and analytics solutions with other third-party tools and applications.**

- **Consulting Services - Our consulting services help customers design and implement customized network visibility solutions that meet their specific business needs.**

- **Training Services - Our training services help customers develop the skills and knowledge necessary to effectively use their network visibility and analytics solutions.**

- **Support Services - We provide support services to help customers maintain and troubleshoot their network visibility and analytics solutions.**

At Cubro, we are committed to providing ongoing technical support and maintenance services to ensure that your network visibility infrastructure continues to operate efficiently and effectively. Our support agreement comes with Service Level Agreements (SLAs) that guarantee response times and resolution times, giving you peace of mind that any issues will be addressed promptly. Our support team is staffed with experienced and knowledgeable engineers who are ready to assist you with any technical issues.

Certifications for Quality Management

Cubro is certified with ISO 9001 for Quality Management according to international standards, ISO 14001 for managing our efforts to protect the environment, and ISO 27001 for our commitment to maintaining information security. These certifications demonstrate our dedication to quality, environmental responsibility, and safeguarding both Cubro and our customers from potential threats.

Contact

Cubro customers receive a robust level of support from our expert technical team. Whether you have how-to questions, technical issues, or need ongoing information regarding an application; we give you fast, expert assistance. Amongst several of surveyed customers, Cubro Support is consistently ranked above the industry average in customer satisfaction. Meeting customer's need is our primary goal. Our business strives to build healthy relationships with our customers by identifying their needs and providing the best possible solutions to them.

Contact us today at **support@cubro.com** to learn more about our education and training services, professional services, and support agreements. We are here to help you succeed.