

Cisco® Training

Enhance productivity and increase customer satisfaction

Today, networks are an essential part of business, education, government and home communications, and Cisco Systems is the worldwide leader in networking for the Internet. Cisco hardware, software, and service offerings are used to create Internet solutions that allow individuals and companies to increase productivity, improve customer satisfaction and strengthen competitive advantage.

Did You Know...

- A mere 5% reduction in customer defections can increase a company's profits by 25% to 85%, as shown in a Harvard University study
- Poor Web site service levels can cause a company to lose more than \$63 billion in potential revenue, as reported by Datamonitor

With proper training on the vast capabilities of Cisco's offerings, your business can gain a new level of proficiency to better serve your customers, increase information sharing and collaboration throughout your company, and realize operational and cost efficiencies.

With Increased Knowledge and Skills of Cisco's Offerings, Your Organization will Benefit from:

- Improved speed, depth, and quality of all customer interactions
- Reduced costs of doing business — both for the enterprise and for your customers
- A customer-centric enterprise by implementing a supply-chain management solution
- E-commerce initiatives that deliver increased revenue and operational efficiencies

Who will Benefit from Cisco Training?

Individually, those involved in the design, deployment, implementation or optimization and troubleshooting of the corporate network, including systems engineers, network engineers, Internet webmasters, network designers, installers and analysts or any part of the infrastructure support staff can all benefit from Cisco Training.

New Horizons Integrated Learning® Combines Multiple Learning Methods for More Effective Results

New Horizons will bring immediate value to your organization through our Integrated Learning approach, which encompasses more than just "taking a class." It's a complete method of training, reinforcing, supporting and validating learning through flexible delivery options including Classroom Learning, Online LIVE Learning, Online ANYTIME Learning, and Mentored Learning.

Our learning solution has the ability to assess the skills of individuals before and after class and provides post-class resources to increase knowledge retention, thereby offering a better return on your investment of time and money. Students have access to electronic courseware and Online ANYTIME tutorials, vLabs featuring hands-on experience with real equipment, practice exams, our online interactive technical reference library and more. And, don't forget, courses may be retaken for up to six months from the original class date, absolutely free.

New Horizons Provides a Total Training Solution

New Horizons offers a variety of courses and certifications that will create a well-balanced training program and can be bundled together as course training options. For example, Information Security Training, Project Management and Business Productivity are only a few options. Certification exams are also available at the same location.

Learn from the Leader

With over 20 years experience, more than 250 training centers in over 50 countries and over 2,200 instructors, New Horizons is the world leader in computer training.


Strengthen Your Competitive Advantage with Cisco Training Today

New Horizons provides a one-of-a-kind training experience on Cisco software and hardware that translates into increased productivity and improved customer satisfaction for your organization. Talk with your Account Executive or visit us online at www.newhorizons.com.



Cisco Training Will:

- *Improve speed, depth and quality of customer interactions*
- *Reduce costs of doing business*
- *Increase revenue*
- *Improve productivity*


New Horizons®
 Computer Learning Centers
 CHOOSE. LEARN. SUCCEED.