

# Professional Development Services

Formal and informal training of the Callidus Software Enterprise Incentive Management (EIM) solution takes place both during and after the implementation process to maintain a continuous flow of knowledge and understanding with our customers. Callidus Software offers a comprehensive set of performance-oriented, role-based training courses that enable our customers to become proficient implementers, administrators, and users of Callidus Software EIM solutions.

The Callidus Software Professional Development Services team has designed every course to meet specific skill and performance objectives. Based on implementation experience, our instructors will guide users through numerous product-relevant examples, solutions, and best practices. The training will provide you with the understanding and ability to take advantage of the powerful capabilities of the suite of Callidus solutions.

In addition to these training classes, implementation consultants will work side by side with your team in a mentoring role during the implementation. The project team will provide valuable on-the-job training to your compensation professionals as rules are written to support your current compensation plans. In this way, your team will be well prepared to take over maintenance of the software once the implementation is completed.

## Training Approach & Methodology

Callidus Software recognizes and understands the varying needs of different Callidus EIM users. As a result, the Professional Development Services team offers a variety of training methods and approaches to meet the unique needs of every customer.

### Instructor-Led Classroom Training

Traditional classroom-based instruction includes presentation of materials, demonstrations, and hands-on lab work and interaction by participants. Classes are sized with an excellent teacher-student ratio, allowing maximum attention for each attendee. With a focus on hands-on learning, all classes and workshops provide a realistic and practical training environment to learn and develop compensation and other related skills.

### Virtual eLearning Solutions

In addition to traditional instructor-led classroom training, Callidus Software provides state of the art eLearning solutions. These offerings include self paced Web Based Training, Live Web Based classes, and Virtual Training Sandboxes where users can review, refresh, and test scenarios in a controlled training environment. The Callidus Virtual Campus allows students to learn at their own pace, at any time, and from anywhere.

### Custom Training – Specific to Customer’s Compensation Plans & Business Practices

Whether at Callidus Software facilities or at customer locations anywhere in the world, training can be tailored to meet the customer’s particular business needs. Custom training options include upgrade support training, query and search training for call centers, new plan year changes or any other training tailored to your organization.

Subject matter experts will work with you to design engaging courseware so your team receives the right training at the right time. The training content and related custom materials are yours to keep, repackage, and reuse internally as needs arise.



## Technical Trainer Qualification & Certification Process

To ensure the highest quality of training, Callidus Software Professional Development Services offers a qualification and certification process.

### Callidus Software Technical Trainers

All Callidus certified courses are taught by full-time technical trainers and course developers with implementation experience and background in all customer industries. The Callidus Professional Development Services team is exclusively dedicated to delivering quality training to Callidus Software customers.

### Callidus Certification Program

Callidus Software's Certification Program enables you to keep up with the most current product knowledge, network with fellow professionals, and gain skills you can apply immediately. As the leader in Enterprise Incentive Management, Callidus offers various certification options for customers, employees, and implementation partners. Each certification track requires a passing score on various Callidus product-specific courses and 3rd party software vendor examinations.

## Geographical Scope

With users across several disparate geographic locations, Callidus offers training across the globe.

### North America

Austin, TX – Callidus Training Center

### On-Site

Customer training centers (or other requested locations)

### Global

Global facilities available from Callidus-leased training facilities

For additional information or to discuss your Callidus training needs, please contact Callidus Software Professional Development Services at [education@callidussoftware.com](mailto:education@callidussoftware.com)

### Corporate Headquarters

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