IMT Academy

Certification programs

Staff & **Edu Partner**

IMT Lazarus

Certification programs

EDU PARTNER

Reseller

Strategic reseller

STAFF

Sales Credential

Operations

Tech

SME

The Partner Certification Program is an onsite or remote training where our team will take our partners through the entire sales cycle and onboarding process with best practices for our customers.

Every agenda it covers in-depth product analysis, configuration analysis, methodology, onboarding documentation and ongoing support resources.

Our certification system defines the groups of people that need to be certified, so that the collaborating companies or partners obtain the company certification required to be resellers of the IMT solution.

Some programs are not required for the first level of partner.

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Certification programs

EDU PARTNER

Reseller

This is our main level for IMT resellers. Partners at this level will be fully certified to sell to their customers, which involves taking courses at IMTLazarus Academy, and keeping up with updates and refresher courses.
They will contact IMTLazarus for account activation, passing on the necessary information to do so.

Advantages:
- 20% commission on active licenses
- Manufacturer support

Required staff certifications:
- 1 Sales
- 1 Operations
- 1 Tech

Strategic reseller

Is our top level for resellers. Partners at this level will have to comply with all of the above from the other partner level, and will also be able to support the customer directly without intermediation from IMTLazarus at level 2 of support.

A minimum number of active licenses will be required.
Can get access to beta functionalities.

Advantages:
- 35% commission on active licenses
- Manufacturer support
- Experts training discount

Required staff certifications:
- 1 Sales
- 1 Operations
- 1 Tech (support)
- 1 Subject Matter Expert

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Potential staff training target

Sales and business development, pre-sales and sales engineers.

Objectives

Acquisition of knowledge in IMTLazarus product **sales** in any **educational environment.**

Training courses

- **Basic sales**
- **Advanced sales**

Channel and method

Online training through lecture modules, videos, webinars and interactive content.

Duration

- **Basic:** 45 minutes
- **Advance:** 45 minutes

Description

This learning path prepares sales reps for conversations with prospects and customers on the IMT end-to-end solution. Upon completing this learning path, learners will be able to articulate the value of IMTLazarus across the educational community, as well as speak to customer success stories.

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Potential staff training target

Admin and operation staff in direct interaction with the final customer.

Objectives

Train Operation Manager in **license activation** processes and **support workflows.**

Training courses

● **Basic operation manager**

Channel and method

Online training through lecture modules, videos, webinars and interactive content.

Duration

● 45 minutes

Description

This learning path is designed to train operation managers in efficiently managing initial deployments and activating licenses for new customers, as well as handling license renewals for existing clients. Additionally, participants will learn how to oversee support processes across various levels to ensure the quality of our licenses is maintained and meets our standards.

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Potential staff training target

Technology coordinators, System administrators, Support technicians.

Objectives

Support infrastructure training
IMTLazarus **configuration** training.

Training courses

- **Basic tech course**
- **Advanced tech course**

Channel and method

Online training through lecture modules, videos, webinars and interactive content.
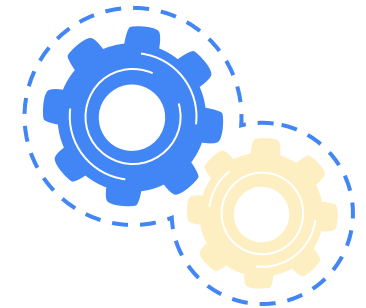
Sandbox or Labs.

Duration

- **Basic:** 45 minutes
- **Advance:** 45 minutes

Description

Technology coordinators, system administrators, support technicians, as IMT system administrators are responsible for maintaining reliable IT systems in a multi-user environment. In this program, you will learn about the IMT software infrastructure services that keep the system running and how to configure them to meet customer expectations and deploy solutions and upgrades for each school year.

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STAFF

SME

Potential staff training target

Technology coordinators, System administrators, Support technicians, Support Coordinator, IT coordinator, CTO.

Training courses

- **Basic SME**
- **Advanced SME**

Channel and method

Online training through lecture modules, videos, webinars and interactive content.

Sandbox or Labs.

Duration

- **Basic:** 45 minutes
- **Advance:** 45 minutes

Objectives

Technical **troubleshooting** training
Training in **support** for the management of **high-risk technical problems**.

Description

IMT subject matter experts need to be up to date with changes and developments in the product, be able to troubleshoot issues and deploy solutions and patches from the development team.
In this program you will learn how to deploy solutions in test phase, assist the support team, manage high-risk or high-level issues, how to support the end customer in charge of the IMTLazarus console.

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