
DataBasics Cumulus Onsite Training Services

The Onsite Installation/Training products for Cumulus (refer Canto pricelist online at http://www.databasics.com.au/docs/canto_auprice.pdf) provided by DataBasics are designed to install Cumulus, instruct the designated Cumulus Administrator and up to 5 Cumulus users on the setting up and initial use of Cumulus in the workplace.

Cumulus Upgrade users who require training need to contact us or their Reseller to discuss requirements. DataBasics is flexible in providing for customer needs and courses may be combined to suit particular requirements.

*Please note training must be taken up **within 3 months** from date of purchase unless other arrangements are made. Please refer to DataBasics Disclaimer - Terms and Conditions for information regarding bookings and cancellations (p.2).*

PREREQUISITES

DataBasics need details in writing of:

- * name and contact details of designated Cumulus Administrator
- * hardware platform/operating system for installation (server and clients)
- * Cumulus edition and version, quantity or number of clients, and any additional Options
- * number/names of people attending & details of previous Cumulus/database experience
- * general outline of planned usage of Cumulus ie your expectations
- * any special requirements eg metadata.

ONSITE SERVICES PRODUCTS

OSIT1 for Workgroup Administrator Installation/Training ONE Day - comprises

- * technical installation of the server and clients
- * Cumulus registration and license update
- * user administration and permissions setup
- * basic database and catalog preferences setup
- * maintenance and backup procedures.

OSITU1 for Workgroup User Training ONE Day - comprises

- * getting to know Cumulus - definitions, functions and usage
- * instruction on cataloguing, organising, and searching for assets
- * using and customising Cumulus
- * maintenance and backup procedures.

OSIT2 Workgroup/Enterprise Administration Installation/Training 2 DAYS

- * all of the above for OSIT1 Administration + additional Options
- * installation/training of additional components eg Web Client.

OSITU2 Workgroup/Enterprise User Training 2 DAYS

- * all of the above for OSITU1 User Training + additional Options

...see over page

* using & customising additional components eg Web Client.

OSITU5 Workgroup/Enterprise Onsite Services - UP TO 5 days

* Comprises a mix of consultation, installation, configuration and training as required.

Please read our Disclaimer for how much we can do for you in a day!

DataBasics ONSITE SERVICES DISCLAIMER - Terms & Conditions

For all OSIT Workgroup server products, DataBasics provides trainers who are Canto Cumulus Certified Integrators. For OSITU courses, trainers have extensive knowledge of Cumulus and a training background.

It is the responsibility of the designated Cumulus Administrator to specify any particular requirements by email prior to the training event. Please refer to Prerequisites for details.

If nominated customer staff are not available on the date of the on-site service, any subsequent services that are required to address the needs of these staff will be charged additionally. Similarly if system resources are not prepared or available on the day, additional charges will be made for work done after the designated time unless alternative arrangements are made with DataBasics.

A Training Day is 9.30-4.30 with a 45 min. lunch break. If issues arise or are identified during the training event that cannot be addressed during the time available, DataBasics will obtain details and provide a Quotation for follow up.

If a technical issue arises with the Canto Cumulus software that cannot be addressed during the time available, DataBasics will attempt to resolve the issue, including referral to Canto if required, for no cost.

ONGOING SUPPORT

DataBasics provides a phone and email-based Customer Care Centre for technical support for those customers who have a current Software Maintenance agreement. This is a database system that tracks queries until resolution and ensures a timely response. Most queries are resolved swiftly though difficult issues may need to be forwarded to Canto for resolution which may affect response times. Details of the process will be advised during training as it is part of the Administrator's responsibility to coordinate.

About DataBasics

As a distributor, DataBasics works with a broad network of resellers/system integrators throughout Australia, New Zealand and the South East Asian region. Many of these consultants have specialised training in the products and can offer a high level of assistance though we cannot guarantee their work.

DataBasics' primary level of support is to our resellers/integrators with whom we have arrangements to provide training and free technical support. In turn, our resellers/integrators provide support to their clients if they have a Support or Service Level Agreement (SLA) with them - otherwise we offer support directly.

For assistance and general advice, contact one of our qualified Resellers/Consultants in your area for more details (see DataBasics list of Resellers/Integrators at <http://www.databasics.com.au/resellers.html>) or contact us directly at support@databasics.com.au

This information is online at <http://www.databasics.com.au/canto/cantotrain.html>

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