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TRAINING FOR
STRATEGIC MANAGED SERVICES

- Advanced skills in Strategic managed services

CEO EXTERNAL APPROACH GOALS RESOURCES ALLOCATION PROJECTS VISION VITY STRATEGIC SCOR SME MANAGEMENT DEVELOPMENT STRATEGY INTERNAL JATION IMPLEMENTATION DECISION ENVIRONMENT PROCESS OBJECTIVES COMPE

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ABOUT US

Welcome to Pertecnica, your gateway to skill elevation! We specialize in providing targeted training for employees, equipping them with the tools to excel in their roles. Our expert-led programs ensure a seamless blend of theory and practical application, fostering continuous growth. At Pertecnica, we don't just train; we empower professionals for success in today's fast-paced work landscape.

SPECIALIZED TRAINING PROGRAMS
- for Strategic managed services

Pertecnica Engineering stands at the forefront of India's software training landscape, renowned for its tailored employee programs. Among its standout offerings, Pertecnica's specialized Strategic Managed Service training emerges as a pivotal pillar in strategic service delivery and management. These meticulously curated programs delve into strategic service planning, service level agreements (SLAs), performance monitoring, and continuous improvement methodologies.

Employee Trainings for Strategic managed services

Fundamentals of Managed Services:	Service Level Agreement (SLA) Management	IT Service Management (ITSM) Frameworks
Ideal for beginners, these courses cover the basics of managed services, including definitions, service delivery models, and key concepts in managed service provision.	Training on designing, negotiating, and managing SLAs, focusing on setting clear expectations, performance metrics, and handling SLA breaches.	Courses covering ITSM frameworks like ITIL (Information Technology Infrastructure Library) or ISO/IEC 20000, which provide guidelines for effective IT service management.

Client Relationship Management in Managed Services:
Focused on building and maintaining strong client relationships, including communication strategies, understanding client needs, and managing client expectations.

Project Management for Managed Services:
Training on applying project management principles in a managed services context, including planning, execution, monitoring, and closing service projects.

Risk Management in Managed Services:
Courses on identifying, analyzing, and managing risks in managed service provision, including strategies for risk mitigation and contingency planning.

Financial Management for Managed Services:
Training in financial aspects of managed services, including pricing strategies, cost control, budgeting, and financial analysis.

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Operational Excellence in Managed Services:
Focused on operational strategies for service delivery, including efficiency improvement, process optimization, and quality management.

Technology Trends in Managed Services:
Courses on emerging technologies and trends in the managed services industry, such as cloud computing, AI, and automation, and their impact on service delivery.

Cybersecurity in Managed Services:
Training in integrating robust cybersecurity measures into managed services, including data protection, compliance, and security best practices.

Performance Metrics and KPIs for Managed Services:
Focused on establishing and monitoring key performance indicators (KPIs) and metrics to measure and improve service delivery performance.

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Change Management in Managed Services: Courses on managing change within the managed services environment, including handling organizational changes, technology adoption, and transitioning to new service models.

Why Choose Pertecnica Engineering?

- **Expertise & Relevant Experience:** We have in-depth expertise in the specific subject matter and relevant industry experience. This ensures that the training is not only theoretically sound but also practically applicable to real-world scenarios in the company's specific field.

- **Customization and Relevance of Content:** Our tailored programs that align with the company's objectives, culture, and the specific skill gaps of the employees are highly valued.

- **Measurable Outcomes and ROI:** Our training will lead to tangible improvements in employee performance and productivity, thereby offering a strong return on investment (ROI).

- **Flexibility & Innovative Delivery Methods:** Flexibility in terms of scheduling, format (in-person, online, hybrid), and adaptability to different learning styles. We offer innovative and engaging training methods that keep employees motivated and facilitate effective learning.