



The Premier Avaya Training Partner

Avaya is consistently recognized as a global leader in business communications solutions. With today's rapidly evolving technologies in unified communications, messaging, and data management, along with increased demand for certification compliance, training on Avaya products is more vital than ever to enterprise organizations.

Global Knowledge has a long history as the exclusive training provider of heritage Nortel Enterprise Solutions curricula. With the acquisition of Nortel by Avaya in 2009, our successful Nortel partnership laid the foundation for our expanded role as an Avaya Authorized Learning Partner, delivering training on Avaya's full portfolio to North America, Europe, and the Middle East.

Our Training Strengths

In addition to our students' appreciation for our high-quality instruction and our investment in state-of-the-art lab equipment across all product lines, we are proud to offer:

- The largest curriculum of all Avaya Learning Partners
- The broadest geographic coverage with sessions scheduled in more than 20 EMEA locations and more than 15 North American cities
- Instructors who average 22+ years of experience working on Avaya and heritage NES equipment and who can help bridge the knowledge gap as the Avaya integration roadmap progresses
- The most and the best-equipped training facilities and a superior classroom experience that includes complimentary beverages, free Internet access, and a comprehensive packet of course materials

Take Advantage of Our One-Source Convenience

Whether you need a single Avaya course or training across multiple vendor products, we offer the capability, a variety of delivery modalities, and the experience to meet your needs.

Receive Dedicated Customer Support

Our knowledgeable sales and customer support team is committed to ensuring our training experience is exceptional. You can rely on us to guide you in selecting the right course and delivery method, pre-class preparation, and post-class training options. Should you have any concerns or issues regarding your training, you can trust that a Global Knowledge customer support professional is your advocate.

Train on Avaya's Full Portfolio

You will benefit from the most comprehensive Avaya and Heritage NES curricula covering unified communications, contact center, and data solutions, including training on:

- Avaya Aura™ Communication Manager
- Avaya Aura™ Messaging
- Avaya Aura™ Contact Center
- Business Communication Manager
- CS 1000
- CallPilot
- IP Office
- ERS

Train Your Global Workforce

Our Avaya Learning Partner designation enables us to deliver Avaya training to North America, Europe, and the Middle East. "Avaya is committed to meeting the evolving needs of our channel partners and the customers they support. We're excited to partner with Global Knowledge to extend the reach of our training."

Brian Pickett, Sr. Director, Avaya Global Learning

Why Choose Global Knowledge?

Why Choose Us for Your IT and Business Training?

Global Knowledge is the worldwide leader in IT and business skills training. No other training provider is as dedicated as we are to providing customers with the absolute best training experience. With our unique brand of IT and Business Training, you can:

Learn from the Best Instructors

- More CCIE, CCSI, MCSE, MCSA, and MCITP instructors than any other training provider. All Microsoft instructors are MCTs.
- Our Project Management course instructors are experienced, PMP®-certified professionals.
- Many of our instructors are also consultants, bringing their real-world knowledge, tips, and best practices into the classroom.

Engage with Custom, Hands-On Labs and Exercises

- Cisco and Microsoft Authorized courseware is enhanced with custom labs and exercises to maximize hands-on training and dramatically improve your learning experience.
- Millions of dollars are invested in the best equipment, allowing you to configure and troubleshoot cutting-edge routers, switches, IP phones, optical and security equipment, and much more.
- Our Business Training courses feature in-class case studies and exercises so you can practice what is preached.

Choose from Robust Delivery Options

- Premium content and expert instruction are offered via open-enrollment classrooms; live web-based virtual classrooms; and private on-site instruction.
- We also can provide a tailored, blended learning solution that best meets your needs.

Train Your Entire Team or Company with Our Worldwide Solutions

- Classroom training centers located in 23 countries; online and on-site instruction worldwide; courses can be taught in 11 different languages.
- Proven capability to deliver timely, consistent, and high-quality training solutions to the individual, to teams, and to a globally dispersed workforce.
- Clients include more than 75% of Fortune 500 companies; Federal, State, and Local government agencies; and U.S. Air Force, Army, Navy, Marines, and Coast Guard military branches.

Select from More Than 1,200 Courses

Our broad and deep training portfolio spans foundational and specialized training and certifications.

Our IT Training includes:

- Cisco
- Microsoft
- VMware
- Avaya
- Red Hat
- Iron Port
- EC-Council
- Citrix
- Networking & Wireless
- Programming
- Operating Systems
- Security
- VoIP
- Telephony

Our Business Training includes:

- Project Management
- ITIL
- People Management
- Business Analysis
- Business Process Improvement
- Leadership Development

Experience Award-Winning Training

- VMware Global Education Partner of the Year
- Cisco Global Learning Partner of the Year
- Training Industry.com List of Top 20 Companies
- Red Hat Premier Training Partner of the Year
- PMI Product of the Year
- Training Industry.com Top 20 IT Training Company
- EC-Council Most Outstanding Accredited Training Centers
- #1 Most Recommended IT Training Provider*
- #1 in Customer Satisfaction*

* From a Q4 2009 survey of the "IT Professional Advisory Panel," a blind panel comprised of IT professionals. Survey data collected by Vision Critical LLC.

