

CERTIFIED USER PROGRAM



MediaBeacon Certified User Program

Program Description

The MediaBeacon Certified User Program provides training to enable mastery of the technical components of the MediaBeacon software, as well as empowering Certified Users to leverage your company's assets more efficiently. After completing the MediaBeacon Certified User Program, certified users will have a comprehensive understanding of MediaBeacon, tools for troubleshooting, and access to the Customer Care Platform. Certified Users have the exclusive ability to submit help cases and receive troubleshooting assistance from the MediaBeacon Customer Care Team.

Program Benefits

Your annual MediaBeacon User Certification includes exclusive access to the MediaBeacon Customer Care Platform, where Certified Users can submit a help case and receive assistance from the MediaBeacon Customer Care Team.

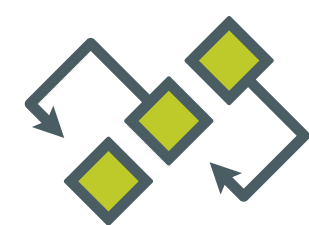
Certified Users will be proficient in best practices that include:



Installation



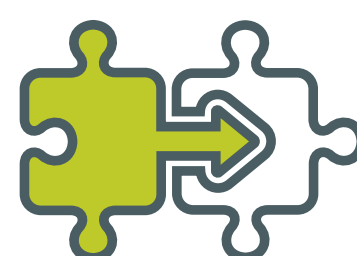
Configuration



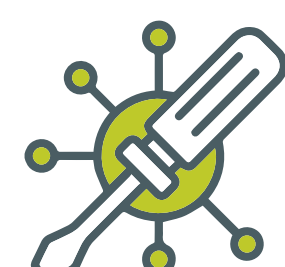
Workflows



Performance



Troubleshooting



Maintenance

Virtual, Instructor-Led Trainings

Course Details

- Courses are conducted in Virtual Instructor-Led Webex meetings, that will be recorded.
- Classes are not private.

Requirements

- Each attendee must connect to and dial in to the Webex meeting on individual computers.
- Each attendee is expected to complete configuration exercises during the Web UI course.

Trainees will complete the following courses:

- MediaBeacon Web UI Basic Functionality (Self-Guided).
- MediaBeacon Web UI Configuration Course.
- MediaBeacon Server-Side Configuration Course.

MediaBeacon Customized Training Courses

Additional training is available for customers who wish to further train their resources in specific high engagement areas. Please contact your Account Manager for more information.

- Installation Specific Training
- End-User Training
- API Training
- UI Branding Training

Enroll In a Session

Enroll in a session at least two weeks prior to the scheduled session, and a maximum of 3 months before the session by signing up online.

Attend the Training

Sessions are facilitated once per month in Virtual, Instructor-Led WebEx meetings.

Certification is typically a four-day training.

Each attendee must log into training from their individual computer.

Renew Certification

Certification is valid for one year and must be renewed annually for up-to-date information and help case submission privileges.

Current certification is required in order for customers to submit a MediaBeacon Customer Care help case.

FAQ

To learn more information about the training, who should attend, and specific system configuration requirements, visit <https://www.mediabeacon.com/resources/enterprise-certification> or contact your Account Manager.

MediaBeacon Certified User Program

Web Configuration

Topics Covered:

- Admin/Global Admin Mode
- Interface Components
- System Objects
- Users/Groups/ACL
- Fields/Name Mappings
- M3TAForms/Widgets
- Workspaces

Server Side Configuration

Topics Covered:

- Concepts/Functionality
- Installations/Upgrades
- GUI & Configurations
- OS/Environment
- Indexing/Logs/Symlinks
- Preview & R3Search
- Webhead & M4sterPlan
- Dev vs. QA vs. Stage vs. Prod
- Network Troubleshooting

Customer Care

Topics Covered:

- Knowledge Base Overview
- Troubleshooting
- Customer Care System
- Help Ticket Submission
- FAQ

Available Add-Ons

Topics Covered:

- Add-on topics are available for additional training as required. Contact your Account Manager for more information.

For more information, visit

<https://www.mediabeacon.com/resources/enterprise-certification>

About MediaBeacon

For over twenty years, MediaBeacon has been committed to delivering best-in-class Digital Asset Management (DAM). We innovate. **We partner and collaborate. We deliver.**

In fact, innovation is the foundation of our identity. Through partnership with our customers, we empower them to deliver their vision globally from **concept to consumer**. Our Digital and Marketing Asset Management solution enables this through **powerful workflows, best-in-class asset management and analytics** for both digital and physical assets.

As part of Esko, a member of Danaher's Product Identification (PID) Platform, we have the solution and the Team to help you create, manage, publish and analyze your assets. We are passionate about our team, who realizes that our customer's success is our success.



Contact Us

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