G. egress®

Egress **Training Services**

End-user education and product training in Egress Email Encryption and Egress Secure Workspace, for **successful customer deployments.**

We have partnered with a leading training provider to offer different levels of training support, delivered in a format that best meets our customers' requirements. These sessions can be customised to suit the needs of our clients.

Customised training services designed around your needs

Our comprehensive face-to-face or online webex-based training courses can be configured to cover a number of topics, which typically include:

When to use Egress solutions
An overview explaining the importance of securing shared data, including examples of related case studies / breaches in the industry.

How to use Egress solutions
A detailed introduction for end users on how to use both Egress Email Encryption and Egress Secure Workspace. The course is tailored specifically to include your organisation's policies, from a product demonstration to the recipient's experience, and will help you use the product offerings with confidence. We can offer this as a one-hour session for larger groups, or a 90-minute hands-on workshop for smaller groups. Several of these training sessions can be run in a day.
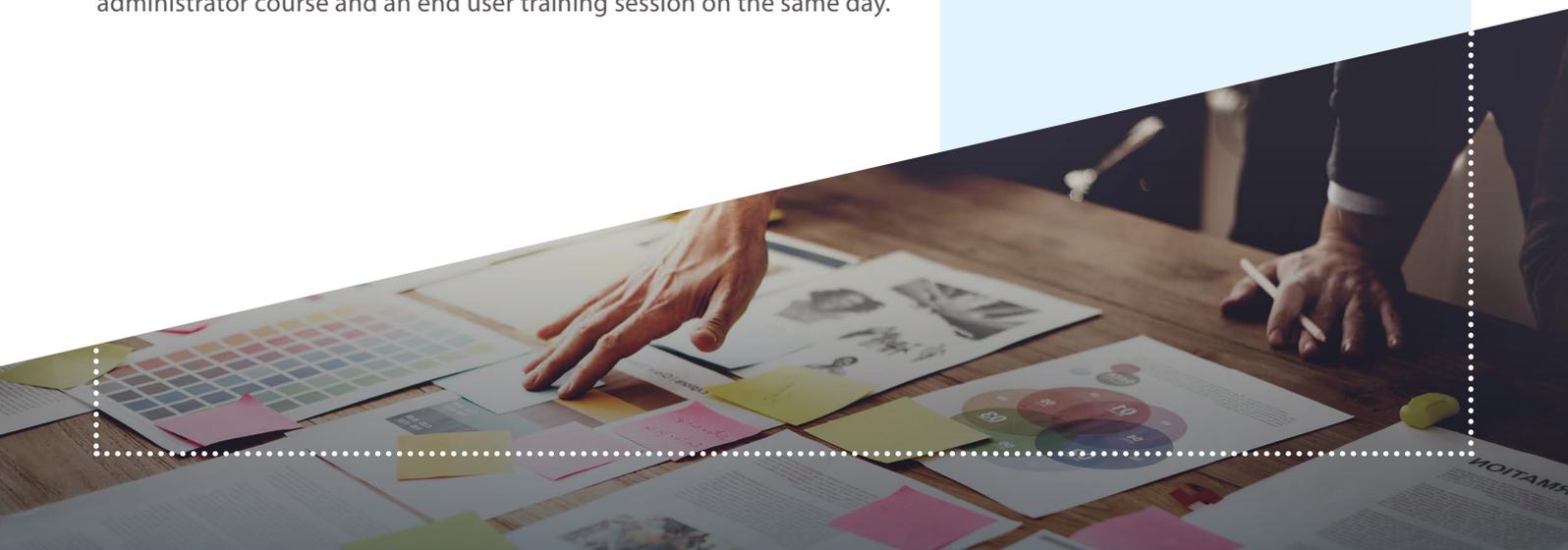
In addition, customised training videos covering key topics can be produced and supplied after completion of the course.

Administrator training
Our instructor-led administrator course will cover the end user experience of the Egress product offerings, but will focus primarily on how to effectively manage and administrate your users. The course is tailored specifically to include your organisation's policies through a product demonstration, but will also focus on the high customisability that is available. This course is suited for IT Managers or Service Desk teams, not just including user administration, but also training on how to resolve any problems that end users may encounter. Administrator training courses are typically half-day courses, so it is possible to run an administrator course and an end user training session on the same day.

Benefits

- Your staff understand the importance of protecting data they share
- Maximise your use of Egress solutions
- Ensure your staff know when and how to use Egress solutions
- Maintain necessary compliance and avoid data breaches
- Training services designed around your company's needs
- Independent training specialists who ensure the highest levels of service
- Face-to-face product training that ensures your staff understand the importance of securing the sensitive data they share
- Make sure your business maintains necessary compliance and avoids data breaches

About our training partner

The IT Service has been selected as our training partner due to their commitment to quality and their experience in managing similar training programmes, particularly within the public sector. Their team of trainers are available to provide these courses to Egress clients throughout the country.

Andrew Richards

Andrew is the founder of The IT Service. With a background in IT and Network Support within the healthcare sector, he has been training for over 15 years, and holds certifications both in training (IITP/TAP) and in Microsoft Office (MOS). He has worked with numerous public sector clients and also provides both IT training, database design and development services to clients such as Imperial College London, Marks and Spencer and The Environment Agency.

Serena McCusker

Serena is a Microsoft-certified and TPMA-qualified trainer with 20+ years' experience of managing training projects, writing training materials and delivering customised workshops. In addition to providing hands-on classroom training, Serena is experienced at managing large roll-outs where there's a need for drop-in clinics and floor walking. As well as training, Serena works as a consultant.

Kam Patel

Kam has been working in IT for many years, and is a certified Master Instructor for Microsoft Office with an excellent knowledge and understanding of the entire office suite. He has delivered training to a variety of individuals, at varying levels of ability, both within the UK and throughout Europe.

Gavin Byrne

A widely respected IT Trainer with over 15 years' experience, and a qualified teacher, Gavin is an advanced level trainer across the Microsoft Office Suite, SharePoint, VBA. He is also highly skilled in the preparation of quick reference guides, FAQs, videos and manuals. Gavin has managed and delivered training for a range of global IT projects for large blue chip companies, and is an excellent communicator with a flexible approach.

About Egress Software Technologies Ltd

Egress helps protect unstructured data to meet compliance requirements and drive business productivity. The company's AI-powered platform enables users to control and secure the data they share.

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CESG Certified Product
Foundation Grade
DGEE378428688-1104

Common Criteria

bsi. ISO/IEC 27001 Information Security Management