

# encore

user training

MAXIMIZE YOUR RETURN ON INVESTMENT



the stock control  
specialists

Encore is a powerful software system, designed to provide businesses with a rapid return on investment by enabling users to become more efficient and productive. We provide a wide range of training courses, bringing your users the power of knowledge to help them use the system to its fullest potential.

From equipping new users with the knowledge and skills they need to use Encore confidently and fluently from day one, through to providing advanced courses for more experienced personnel, our training is key to helping businesses use our software to reduce costs and improve profitability.

Encore is designed to simplify day to day management and also provide senior personnel with the data that underpins their decision making. By investing in training, our customers ensure that personnel at all levels make the most out of Encore to achieve their goals.

## top five benefits of training

### 1 MAINTAIN KNOWLEDGE AND SKILL

Although one off training may be provided to new starters, or other employees, it's important that training schemes are put in place to help develop skills throughout their job.

To retain knowledge, skills need to be practiced and refreshed on a regular basis so elements aren't forgotten.

### 2 ADVANCE EMPLOYEE SKILLS

Once a user has received basic training, this can easily be built upon and improved to provide much more benefit to the business. Staff that know more can bring more to the table, and your business will reap the rewards.

### 3 KEEP UP WITH INDUSTRY CHANGES

Encore is evolving all the time and our training courses will ensure that your team members are knowledgeable about new functionality and how it should be used. This is especially important following updates made to help businesses comply with new or changing industry legislation

### 4 STAY AHEAD OF COMPETITORS

Standing still can kill your business, so by making sure your staff are constantly advancing, you will continue to move forward and remain competitive within the marketplace.

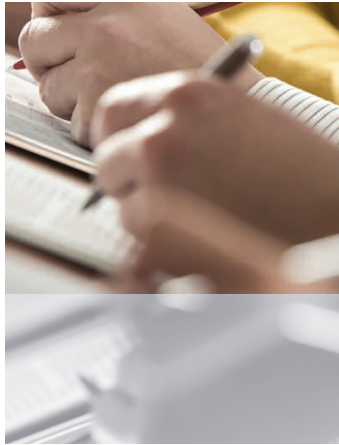
### 5 INCREASE JOB SATISFACTION LEVELS

Through continued investment from the business, staff can have a much higher sense of job satisfaction, which can improve their motivation towards their work. This reduces employee turnover and increases productivity, which directly improves profitability.

## training options

### CLASSROOM

We provide **CLASSROOM** based training at our headquarters in Horsham, West Sussex. These day long courses are hosted in our dedicated facilities and are ideal for delegates who want to focus on learning new skills away from the distractions of their own office.



“Because training was held in a small group we were able to work through examples and ask questions.”

“Thanks for training the team. Great training and excellent value for money.”

“As a result of the training we have re-thought some of our processes and made changes. This course will pay for itself many times over.”

### ONLINE

Our **ONLINE** training courses are ideal for businesses which require training for Encore users but want to minimise disruption to their working day. Provided via our online video conference service, these one to two hour courses are a highly affordable means of ensuring your team members have access to the training they need without the need for travel.

### ONLINE COURSES

Provided via video conference calls, these one to two hour courses are perfect for users who require ongoing training but have limited time to attend day-long courses. These courses are run on a regular basis throughout the year and can be attended by multiple delegates from one company.

- **AN INTRODUCTION TO ENCORE**
- **PRODUCTS & STOCK CONTROL BASICS**
- **MANAGING PRODUCT PRICE-LISTS**
- **MANAGING CUSTOMER ACCOUNTS**
- **SALES ORDER PROCESSING**
- **CREATING & MANAGING QUOTATIONS**
- **ENCORE AND CASH SALES**
- **MANAGING SUPPLIER ACCOUNTS**
- **PURCHASE ORDER PROCESSING**
- **PURCHASING SECOND-HAND ITEMS**
- **STOCK CONTROL AND AUTOMATED PURCHASE ORDERS**
- **MANAGING THE NOMINAL LEDGER**
- **MANAGING THE CASH-BOOK**
- **MANAGING JOURNALS**
- **ASSEMBLIES AND BILL OF MATERIALS**
- **WORKS ORDER PROCESSING**
- **MISCELLANEOUS STOCK MOVEMENTS**
- **REPORTING**
- **MANAGING ANALYSIS TABLES**
- **CREATING SALES OPPORTUNITIES**
- **CREATING AND USING MARKETING LISTS**

### ON-SITE & BESPOKE

**ON-SITE** training are best suited to businesses who require courses that are **CUSTOMISED** to their own unique requirements. Our training consultants will come to you provide courses that are tailored to users' requirements. We use a copy of your own data to ensure that the training is 100% specific to your business.

### TAILORED COURSES

We provide a wide range of courses which can be **TAILORED** to meet the differing needs of new, intermediate and advanced Encore users. The following day-long courses are designed to provide users with a practical knowledge of Encore functionality that can be immediately applied to the business.

- **INDUCTION FOR NEW USERS**
- **ACCOUNTING & FINANCIAL MANAGEMENT**
- **STOCK CONTROL**
- **WAREHOUSE MANAGEMENT**
- **REPORTING**
- **CUSTOMER RELATIONSHIP MANAGEMENT**
- **SALES OPPORTUNITIES AND ANALYSIS**
- **AUTOMATING MANUFACTURING PROCESSES**
- **TRAIN THE TRAINER**
- **WEB SALES MANAGEMENT FOR MAGENTO USERS**

### INDUSTRY SPECIFIC COURSES

We provide different versions of Encore which cater for the needs of businesses in a number of sectors. These editions of Encore include highly specialised features and functionality designed to reduce **SECTOR-SPECIFIC** complexities of managing a business. Please contact us for more details about the courses and the topic covered.

- **ENCORE FOR RETAILERS**
- **ENCORE FOR MANUFACTURERS**
- **ENCORE FOR WHOLESALERS AND DISTRIBUTORS**
- **ENCORE FOR JEWELLERY BUSINESSES**
- **ENCORE FOR BUILDER, PLUMBER AND TIMBER MERCHANTS**
- **ENCORE FOR MARINE & CHANDLERY COMPANIES**
- **ENCORE FOR THE CHEMICAL INDUSTRY**
- **ENCORE FOR THE ELECTRONIC, MEDICAL AND SCIENTIFIC INDUSTRY**

Visit [www.anagramsystems.co.uk](http://www.anagramsystems.co.uk) to see our **TRAINING DIARY** or contact us if you have particular dates in mind. We do our best to work with our customer's schedules.

Our **TRAINING CONSULTANTS** are here to discuss your training requirements and help with everything from a one-off request through to creating a full programme for you and your users.

For further information and to request a **QUOTATION** for training please call **01403 259551** or email [training@anagramsystems.co.uk](mailto:training@anagramsystems.co.uk)



the stock control  
specialists

**MAXIMIZE YOUR RETURN ON INVESTMENT**