

# Knowledge Services

## Main topics

- Reviewing the architecture of the EIK
- Reviewing the classes and methods of the EIK
- Using ClientServices
- Using BI service
- Using Process Level
  service
- Developing Custom Forms using UltimusFX
- Developing Custom Forms using Asp.net
- Handling Ultimus events using Events Subscription Interface (ESI)
- Using EIK Context
- Extending Ultimus Server by developing Custom Directory
- Customizing Ultimus server email messages
- Using FCO in javascript

# Ultimus EIK Training

# Training Course Overview

The Ultimus EIK Training course teaches a user everything they need to know about the Ultimus Enterprise Integration Kit (EIK). The Ultimus Enterprise Integration Kit provides the means for customizing and extending functionality of the Ultimus Adaptive BPM Suite. Ultimus BPM Server provides an open, extensible environment for business process automation. Ultimus EIK can be used as a fully functional and complete out-of-the-box solution for business process automation, or it can be embedded into third-party software packages to provide BPM functionality behind the scenes. Between these two extremes, EIK allows different levels of integration with third-party applications.

## Intended Audience

This course is intended for experienced students who are familiar with designing or building workflow processes with Ultimus BPM Studio. This course is geared towards users who want to learn how to take advantage of the integration tools available in Ultimus EIK for their businesses.

#### Prerequisites

Successful completion of the Ultimus Adaptive BPM Suite Fundamentals training course is a must. Experience with Ultimus in a development or production environment and knowledge of SQL and relational databases is also desirable.

### Potential Next Steps

After completion of this training course, users can select either advanced training or request a custom course that is tailored to fit their company's needs.



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# Ultimus EIK Training

# Select the Most Beneficial Training Type

**On-site Training -** If businesses need to increase the skills of multiple employees, Ultimus On-site Training may be the best choice for several reasons:

- Users can adapt the content to their specific needs
- Workers remain on-site in case of emergency
- It saves time and travel costs
- Instructors can discuss specific problems with learners one-on-one
- Scheduling is flexible
- There are increased price savings for larger groups
- The learning environment is friendly and comfortable

**Classroom Training -** This is for businesses that want to minimize the costs parallel to maximizing benefits from a live training provided at one of our training centers.

**Live Online Training -** Travel and accommodation costs can be eliminated with Online Training. Employees get a seat in a virtual classroom with training led by a live instructor.

**On-demand E-learning** - Participants can learn the basics on-demand at their own pace, and can utilize advanced trainings in any of the other three forms more effectively.

# Ultimus Training Integrates with New Technologies

Through integrated online and classroom courses, Ultimus provides a truly blended learning approach. Online offerings are not only an economical alternative, but they are also an effective way to accelerate the understanding and deployment of the Ultimus Adaptive BPM Suite.



# training.ultimus.

## Knowledge Services

- Online training
- On-site training
- Classroom training
- Knowledge management

### Online Benefits

- Save time and money
- Custom built curriculum
- Accelerate deployment
- Learn by user type
- On-demand courses
- Convenient access to knowledge
- 24/7 service
- Integrated online classroom

Accelerate proficiency and achieve faster ROI today through Ultimus' innovative training courses. Questions? Contact Ultimus Training at training@ultimus. com.



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# Ultimus Worldwide Support Structure



Through eight support centers worldwide, we are able to provide the best service to you. More than 20 people working within Ultimus Support ensure that your support questions are in good hands. With this structure in place, we are able to support you worldwide and wherever you plan to install and use Ultimus.

The mission of Ultimus Customer Support is to provide the best worldwide support in the BPM industry by leveraging our global resources to bring support closer to our customers.

Ultimus delivers on this mission through a worldwide support organization comprised of nine regional support offices around the globe in six different languages:

- North America (U.S.) English
- Latin America (Panama) Spanish, English
- UK English
- EMEA (Germany) Arabic, English, German
- Middle East (Dubai) Arabic, English
- Asia-Pacific (Pakistan) English, Urdu
- China Chinese
- Taiwan Chinese

# Commited to our customers

#### Worldwide Headquarters

136 Madison Avenue 6th Floor New York, New York 10016 United States <u>www.ultimus.com</u>

### **EMEA Headquarters**

Brunnenbachstr. 40 86343 Königsbrunn Germany

Tel: +49 8231 989 70 -0 Fax: +49 8231 989 70 -19 www.ultimus.com

#### Latin America Headquarters

Calle 55 Este, Obarrio Edificio PH 1959, Piso 3, Oficina 3 Panamá

Tel: +507 264 2680 Fax: +507 264-0525 www.ultimus.com/es

#### **China Headquarters**

1001 Charity Plaza No. 88 CaoXi North Road <u>Shang</u>hai China

Tel: +86 (21) 6428-8308 Fax: +86 (21) 6428-8307 www.ultimus.com.cn

#### Taiwan Headquarters

Floor 6-1, No. 380, Sec. 1, Fu Xsing S. Rd. 106 Taipei, Taiwan

Tel: +886 (2) 2707-6168 Fax: +886 (2) 2707-8935 www.ultimus.com.tw



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