
Knowledge Services

Main topics

- Ultimus System Administrator
- Logs
- BPM process developer rights assignment
- Concept of Organization Chart and Business Organizations
- Ultimus Org Chart connectivity to Active Directory
- Migrating an Organization Chart from development to production
- Migrating a process from development to production
- Process version control
- Installing new process versions
- Upgrading existing processes
- Ultimus Client access architecture and requirements
- Ultimus Process Administrator (overview)
- Process monitoring
- Advanced filtering of workflow processes
- Handling user views
- Step reactivation
- Assigning tasks to different users
- Restarting stalled processes
- Uninstalling processes
- Ultimus housekeeping

Training Course Overview

Ultimus Process Administrator provides powerful, centralized capabilities and conveniences for managing and administering workflows for small or large organizations. It also provides the tools necessary to manage exceptions and stalled processes that can occur in an Ultimus implementation.

The Ultimus Process Administration Training course is an instructor-led, facilitated hands-on learning opportunity that teaches the skills required for successfully applying the tools of the Ultimus Adaptive BPM Suite version 8.x.

Intended Audience

This course is appropriate for users who want to learn how to maintain processes, perform troubleshooting and run reports to gain process related information.

Prerequisites

Experience with Ultimus in a development or production environment is a must.

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.



Ultimus Process Administrator

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

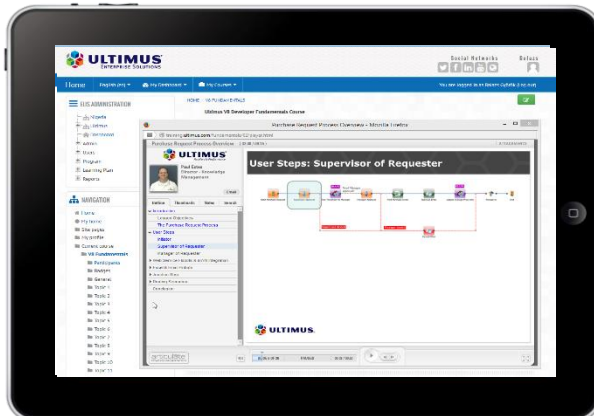
Classroom Training - This is for businesses that want to minimize the costs parallel to maximizing benefits from a live training provided at one of our training centers.

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.com

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.



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

Committed to our customers

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