

## Knowledge Services

### Main topics

- Reviewing the architecture of an Ultimus implementation
- Installing the components of the Ultimus BPM Suite for a developer
- Installing the components of the Ultimus BPM Server
- Ultimus BPM database maintenance
- Backup / restoring
- Installing the components of the Ultimus FloStation
- Understanding OrgChart
- OrgChart connectivity to Active Directory
- Migrating an OrgChart
- Ultimus System Administrator
- License management
- Logs

# Ultimus System Administrator

## Training Course Overview

Ultimus System Administrator is one of three modules used to configure the Ultimus BPM environment. It provides powerful, centralized capabilities and conveniences for managing and administering the Ultimus BPM Server. It also provides the tools necessary to manage exceptions in the system, applications, and in business processes that are common in every organization.

The Ultimus System Administrator Training course covers all areas necessary to learn how to properly install, configure, and maintain Ultimus Adaptive BPM Suite version 8.x.

The course is therefore not limited to Ultimus System Administrator as an Ultimus application. Instead, it gives a broad overview of regular and irregular tasks that administrators need to deliver.

## Intended Audience

This course is intended for system administrators who install, configure and maintain software on corporate infrastructure servers, as well as for developer and end user computers.

## Prerequisites

Participants need to have experience with Ultimus in a development or production environment. Knowledge and experience with SQL and relational databases is beneficial, while experience in administering Windows servers 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 System 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

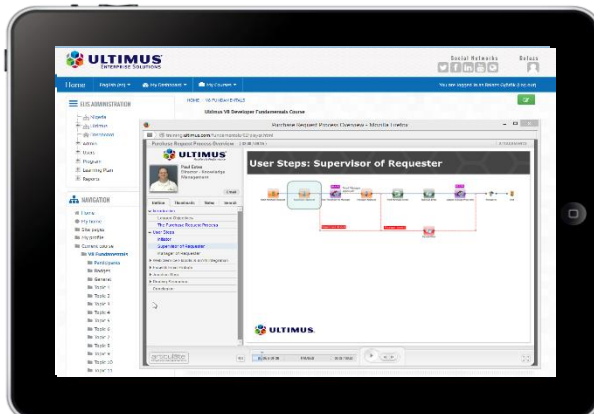
**Classroom Training** - This is for businesses that want to minimize the costs parallel to maximizing benefits from a live training provided at one of our training centers.

**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](http://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](mailto: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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