

## ■ Are You Getting the Most Out of LicenseHQ?

- Maximize Your LicenseHQ ROI with
- Our Training and Professional Services



# LicenseHQ

*Your Business License Headquarters*

## LicenseHQ Training

To maximize your return on investment in LicenseHQ, TCI offers a variety of training courses to provide you with the knowledge and skills required to successfully manage your license compliance processes and satisfy your internal reporting requirements. Our training courses allow you to work with your own company data, whenever possible, to provide a realistic training experience.

### LicenseHQ Basics

LicenseHQ Basics courses provide you with a clear understanding of the fundamentals of LicenseHQ. TCI offers several variations of the LicenseHQ Basics training course, providing you the flexibility to customize your learning experience.

#### Delivery Methods

##### San Diego Classroom Training

TCI conducts training courses regularly throughout the year at our corporate offices in San Diego, California. Training schedules are published on [www.licensehq.com](http://www.licensehq.com).

##### Onsite Training

TCI can send experienced training professionals to your location and provide training customized to your needs and preferences. Course duration varies based on your individual training goals.

##### Regional Classroom Training

TCI offers regionally-based basic training classes to reduce the costs associated with attending training in San Diego or on-site training. TCI periodically schedules such sessions in cities across the US and structures them to cover the same material as San Diego Classroom Training.

##### Web-Based Training

Using Web conferencing software and a speakerphone, our San Diego-based instructors engage you in an online classroom. Web sessions are scheduled in two-hour increments over a series of days to cover the same material as San Diego Classroom Training.



## LicenseHQ Supplemental Training

Supplemental Training augments and refreshes your LicenseHQ Basics training and focuses on a specific topic or function within LicenseHQ. While both novice and experienced PTMS users benefit from these courses, Supplemental Training options by themselves do not provide you the requisite PTMS knowledge or skill level to efficiently use LicenseHQ.

### Webinars

These live, Web-based, topic-specific seminars combine the benefits of live instruction with the convenience of the Web.

### Training On-Demand

These pre-recorded, topic-specific tutorials provide you with 24/7 access to training. Simply log onto [www.licensehq.com](http://www.licensehq.com), and view them at your convenience.

## Conferences

### TCI User Conference

TCI hosts an annual conference for its customers each fall. The TCI User Conference is an excellent training opportunity, featuring a multitude of topics presented by TCI staff members and LicenseHQ users. Many sessions sharpen your software skills set, while others keep you up-to-date on the most recent trends in license



compliance. Workshop sessions in computer labs provide hands-on experience to supplement the classroom lectures.

## LicenseHQ Professional Services

### LicenseHQ Optimization Services

LicenseHQ Optimization Services ensure you maximize your investment in LicenseHQ and realize measurable performance improvements in your license compliance operations. Our license professionals work with your staff to design and implement a strategic performance optimization plan customized to your needs and objectives. Areas of focus include:

- LicenseHQ Best Practices
- License Workflow
- Customized LicenseHQ Manual Reflecting Your Workflows
- Special Projects
- Intradepartmental and Interdepartmental Process Management
- Systems Integration

### Systems Integration and Implementation Services

TCI offers custom programming services and utilities to enhance the data you manage, report, and interface with LicenseHQ. We can analyze your internal accounting systems and reporting structure and create custom solutions based on your management objectives.

### Custom Check Requests and Accounts Payable Interfaces

TCI can program Accounts Payable interfaces and hardcopy check requests to meet the data and layout requirements of your Accounts Payable Department. Attention is given to your Sarbanes-Oxley requirements, ensuring the strength of all internal controls and the

security of all data transmissions to and from your accounting systems.

### Utilities

#### Company Delete Utility

This utility deletes unwanted companies and all their related data from LicenseHQ. If your company has recently undergone a major structural change, this utility may be required.

#### Auto-Deliver AP Export Utility

The Auto-Deliver AP Export Utility eliminates the need to manually export AP data from LicenseHQ and streamlines the AP process. The utility will automatically perform AP exports based on your preferred schedule and deliver the resulting files to you in a local network directory of your choosing. A custom utility to reformat the extracted data to meet your AP system requirements may also be required.

#### Auto-Deliver Custom Report Utility

The Auto-Deliver Custom Report Utility eliminates the need to log into LicenseHQ and manually run custom reports. The utility will run reports based on your preferred schedule and automatically deliver the report files to you in a local network directory of your choosing.

#### Auto-Import Utility

The Auto-Import Utility eliminates the need to manually import data into LicenseHQ. Simply place data files into a "watched" folder and the utility will upload the file directly to LicenseHQ, validate the data, and send an email message describing the results of the import in detail.

#### Batch Attachment Upload Utility

The Batch Attachment Upload Utility eliminates the need to manually attach files to data records in LicenseHQ. When each batch upload is complete, LicenseHQ will send an email message describing the results of the process and any errors it encountered.

#### Custom Utility

TCI can create custom utilities to address any other company-specific objectives. Examples include updating data within LicenseHQ from outside sources and custom data extracts from LicenseHQ.

***Start Maximizing Your LicenseHQ ROI by Contacting TCI Today***

*For more information on LicenseHQ Training or any of our Professional Service offerings, please call us at 858-547-4100, or visit us on the Web at [www.LicenseHQ.com](http://www.LicenseHQ.com).*