

## TRAINING & SUPPORT

Our **training team** are passionate about what they do, and will show you step-by-step how to fully leverage our software's features, while also providing the **personalised support** best suited to your site's organisation.

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## PERSONALISED SUPPORT



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### INITIAL TRAINING

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#### SUPER USERS

A group of super users selected by you receives training about all of the software's features.

This group can then transfer knowledge to further users.

#### TEAM

Our objective is to provide internal users with the skills required for daily use of the software's features, based on the user's professional profile (nurse, care assistant, admin, coordinating doctor, maintenance, etc.).

#### THIRD-PARTY STAKEHOLDERS

Our teams can also provide training for outside stakeholders who use **NETSoins** from your facility or from their medical office or pharmacy (doctor, pharmacist, paramedic, etc.).



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### FORMATION COMPLÉMENTAIRE

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**We offer complementary training in a variety of formats:**

- **ON-SITE TRAINING**  
(1 day, with 1 or 2 groups)
- **DISTANCE TRAINING**  
(session with remote software control, 2 to 4 hours)

These different formulas can be tailored to your needs to help you gain detailed, in-depth knowledge of software module operation.

These sessions provide support for new staff, help to keep track of changes and maintain software usage skills.



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## SUPPORT

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In order to provide the **best ongoing assistance**, our after-sales support team can be contacted directly through the application.

Our support team is **always available** and responsive to answer your questions 24/7.

### ITS MISSION

- Assist with any technical issues you may encounter.
- Collect your suggestions for improvements.

# STRONG POINTS



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OUR TRAINING FORMATS CAN BE **TAILORED** TO THE SPECIFIC NEEDS OF EACH FACILITY.

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ENHANCED USER PROFICIENCY WITH OUR TOOLS **IMPROVES** DAY-TO-DAY EFFICIENCY.

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WE PROVIDE THE SERVICES OF **QUALIFIED EDUCATORS** WITH **EXPERIENCE** IN THE MEDICAL-SOCIAL FIELD.

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OUR **CUSTOMER SUPPORT** ENSURES **EFFICIENT AND RIGOROUS FOLLOW-UP** WHILE PROVIDING ANSWERS IN A TIMELY MANNER.

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