

TRAINING SERVICES

COMPREHENSIVE TRAINING FROM THE EXPERTS IN WAN OPTIMIZATION

Why Choose Expand Training Services?

Expand provides comprehensive training and learning programs featuring 2-day, 3-day and 5-day instructor-led courses as well as e-learning programs designed to help you become fully proficient and certified in all aspects of Expand devices.

What's Included in Training Services:

- *Basic & Advanced Training*
- *2, 3 & 5 day programs*
- *Experienced instructors*
- *Extensive hands-on labs and case studies*
- *E-learning for industry certification*

Why Expand?

Expand is the leading provider of solutions that enhance WAN performance and speed applications delivery. Beginning a decade ago, Expand pioneered WAN Optimization solutions to address the wide array of issues that affect WAN performance. Expand solutions have been installed at more than 2,500 customers.

The Expertise You Need to Be Successful in Optimizing Your WAN

- Training from leading industry experts
- Get prepared for Expand Certifications
- Expertise you can rely on to reach your business goals.

Expand Networks Training Services will provide members of your IT team with the expertise they need to support your WAN Optimization solution on an ongoing basis and meet your specific objectives.

Expand Networks offers comprehensive 2-day, 3-day and 5-day instructor-led courses as well as e-learning programs that enable participants to become fully proficient with all aspects of Expand devices.

Courses include real-life scenarios and feature extensive hand-on labs that help the participants in the installation, configuration and troubleshooting of Expand devices and also prepare for Expand certifications.

Expand instructors are experts in WAN Optimization and are committed to delivering a quality learning experience.

Our training programs are flexible--we will customize our training modules to meet the specific needs of our customers.

EXPAND TRAINING PROGRAMS

2-Day Course: The first level of instruction provided in our training program, this 2-day course focuses on operational theory and is intended for participants requiring basic knowledge and skills to operate an Expand device on a daily basis.

Recommended Prerequisites: Participants should have an understanding of networking and a general knowledge of various applications traversing the WAN.

3-Day Course: This instructor-led, 3-day course provides comprehensive training on all of the features of Expand devices and is intended for participants requiring advanced knowledge and skills for operating, troubleshooting and fine-tuning Expand Accelerators (e.g. Expand Accelerator OS, Expand View and WAFS).

Recommended Prerequisites: Participants should have an understanding of networking and a general knowledge of various applications traversing the WAN. Participants should also have taken the e-learning course.

5-Day Course: Through this 5-day, instructor-led course participants gain advanced technical training program that provides the expertise necessary to plan, install, configure, fine tune, monitor and troubleshoot Expand devices. This course uses a combination of in-depth theory and extensive hands-on lab exercises that will prepare the participants for real life situations.

Recommended Prerequisites: Participants should have an understanding of networking and general knowledge of various applications traversing the WAN. Participants should also have taken the e-learning course.

E-Learning Programs

A major tool in assisting our partners and customers to effectively know Expand's product line are our e-learning programs for Expand certifications. Our e-learning programs are designed to help increase market share and drive profits for our partners and customers while offering assistance to effectively market, sell, and support Expand solutions.

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There are two types of certification exams available. The basic exam is an Expand Compass Certified Associate (ECCA) and the advanced level is an Expand Compass Certified Professional (ECCP).

Expand has created preparation courses for each area, as well as the certification exams. There is also a practice exam available to help prepare for the real one. In addition to valuable technical knowledge, once they have an Expand Compass Certified Professional (ECCP) employee on staff, our partners can enjoy a Certification Discount Bonus on future product purchases where offered by Expand.

Training Topics

Key topics covered in Expand training courses include the following:

- Basic configuration and general procedures/requirements
- Overview of On Path, On LAN, IPCOMP and RTM
- Quality of Service, QoS Terminology (Classification, Marking, WAN Bandwidth, Link Bandwidth, Policy Rules, Decision, Aggregation, Fragmentation etc.)
- Traffic Monitoring (Context of data – inbound/outbound, throughput, utilization, statistics etc.)
- Static & Dynamic Routing
- Routing with RIP, OSPF and Router Polling and VLANS
- Redundancy with HSRP and VRRP
- Packet redirection with RIP, PBR, WCCP, etc.
- Overview of Acceleration (TCP, HTTP and FTP)
- ExpandView – Overview and Configuration Tips
- WAFS – Introduction & how WAFS works
- WAFS Configuration
- WAFS - Replication, Fetch, Printing
- WAFS - General Troubleshooting

Skills

Expand training courses are designed to enable students to understand the features, operation and technology behind the Expand Accelerator products and to be able to carry out the following tasks:

- Understand, present, and answer questions on Application Traffic Management, Expand's acceleration technologies and how these improve network and application performance.
- Install the Accelerator product line and configure AcceleratorOS.
- Understand and configure advanced features such as dynamic routing (RIP/OSPF); router redundancy (VRRP/HSRP); TCP-Acceleration, Application QoS and traffic shaping.
- Use the graphical (and CLI-based) monitoring tools to analyze network and application performance; be able to demonstrate graphical analysis confidently and include appropriate graph in a written report.

- Troubleshoot the Accelerator product line including both hardware and software for LAN and WAN installations.
- Perform essential administrative tasks such as configuration backup and image upgrade.

A Suite of Professional Services

Expand Training Services are part of Expand Professional Services—developed to provide enterprises and Expand partners with access to our extensive experience in WAN Optimization and application acceleration. In addition to Training, Expand Professional Services include:

Consulting: In-depth planning gets your WAN Optimization project completed on-time and within budget, lessening the risks and speeding the return on investment.

Implementation & Planning: Support for planning and detailed tactical executions covering all phases of WAN Optimization. Expand services can be adapted based on your budget, your time-frame and your specific goals and objectives.

Specialized Tools and Programs

As part of our Professional Services offerings, Expand Networks gives you access to a special set of tools and programs developed by Expand that are focused specifically on helping you pinpoint WAN performance issues, resolving them and understanding the full financial implications.

WAN Healthcheck: A WAN Healthcheck from Expand Networks will diagnose specific performance challenges—i.e., peak period congestion, application-specific issues—and will show you how to get more from your WAN without investing in more bandwidth.

TCO/ROI Calculation: (Part of Expand Consulting Services) Before forging ahead with a WAN Optimization/acceleration project, take advantage of a detailed analysis that will model the near and long-term financial implications, including depreciation. Get the information you need to make an informed financial decision about the impact of your current WAN performance issues and how different solution options will impact your bottom line results.

Learn More

For more information on how Expand Training Services can benefit your company, contact your local Expand representative today or visit us at expand.com/professionalservices.

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