

Online Release Training



Reduce your training costs. Our experts show you how to get the most from Capita Revenues and Benefits.

Each release of Capita Revenues and Benefits comes with a plethora of new legislative and efficiency saving functionality.

Delivered by our system experts, release training will help your team quickly get up to speed with new features, become more efficient system users and ensure that legislation changes are correctly implemented. Release training for Capita Revenues and Benefits is delivered online using webinar technology, enabling us to deliver cost-effective training to all our customers and their users when the release is issued.

Ultimately, the training can replace any release training you already do, reducing your training costs.



Benefits of release training

- **Improve efficiency**
Ensure your officers are aware of new functionality (including development fund items) that will make them more efficient
- **Reduce internal training costs**
There is no need to prepare your own training - all your staff can watch our webinars or you can use our training materials to train your own team
- **Learn from the system experts**
Training is conducted by our product teams - the same people who design and test the systems
- **Productive learning**
Our experts will demonstrate key functionality and also answer your questions, offering a much better way of learning than reading release notes and user guides
- **Unmissable**
Similar to the BBC iPlayer, if staff miss a webinar they can watch a recording online
- **Reduce error and protect subsidy**
Ensure you implement legislative changes correctly

In addition to training on new functionality each webinar will include a question and answer session with our product experts, offering a fully interactive experience.

CAPITA

What our customers say

“ The webinar sessions are an ideal way to get a practical overview of changes in the systems and how they can impact on procedures. ”

Matthew Phillips, Team Manager
Rhondda Cynon Taf CBC

“ Good clear presentation, carried out at a good pace. ”

Martin Davies, Senior Team Leader
Rhondda Cynon Taf CBC

Value for money training

By delivering training online via webinar we are able to offer this service at a very low price. In turn, this enables you to lower your internal training costs.

Capita will deliver one webinar per product per release with the exception of the end-of-year release.

Who should join the training?

Anyone who uses Capita Revenues and Benefits will gain a lot including:

- Revenues and benefits officers
- System administrators
- Training officers

Number of applications	Annual Price
1	£800
2	£1500
3	£1800

To sign up the online release training, contact your Capita account manager

Small print

The annual price includes a maximum of three connections to each the webinar, though individual connections may be watched by multiple people (for example by using a projector).

For further information explaining what a webinar is and how it works, a frequently asked questions document is available from your Account Manager.

Please note that video and webinar content remain the intellectual property of Capita Business Services Ltd. Live webinars and videos may not be shared with persons outside of your organisation.