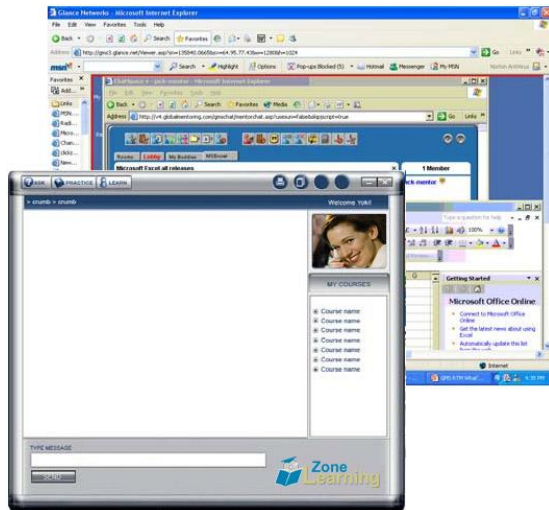


# LOGICAL SECURITY™

## Learning Zone - Around the Clock Live Instructor Mentoring

Train around the clock, around the world. Our certified online instructors are located at global support centers in the U.S., U.K., Australia, and Singapore to provide real-time answers to technology- and soft-skill-related questions 24x7. This means access to a live subject matter expert no matter where you are - day or night. This level of student/instructor interaction provides real-time training specific support and extends training beyond content and instructor-led solutions by providing flexibility to accommodate individual needs and schedules.



### Enhanced Chat Dashboard

Learning Zone's new chat interface places advanced features and resources at users' fingertips for easy access to courses, knowledge archives, and save tools.

### Simultaneous Application View

Provides users with an over-the-shoulder view of the expert's screen for live demonstration and step-by-step illustration.

### Simultaneous Chat Participation

Users can engage experts in multiple classrooms simultaneously, for multi-tasking support.

### Call Me Support

For users who are struggling to comprehend via chat, experts can escalate to live phone support.

### Supplemental E-mail Support

For complex questions that require a longer, more detailed response, experts can engage email to provide in-depth answers and content clarification.



### Unlimited 24/7 Access

Users logon anytime, for as long as needed.

### Direct Expert Chat

Individuals have direct, on-demand access to live experts for personal attention and reinforcement.

### Intuitive Interface

Detects individual PC settings and port access and immediately adjusts to Java or HTML.

### Comprehensive Support for Subject Matter, Vendor Courseware, and Certification Tracks

Expert support meets the specific needs of the user before, during and after study and skill integration for greater job and certification readiness.

### 508 Conformant

Provides easy accessibility to support services for those with disabilities, increasing individual and organizational effectiveness at all levels.



### High-Impact Target Training

Highly focused, mini training sessions underscore critical concepts and build performance in key areas.

### Usage and Quality Assurance Reporting

Standard and customized reports provide important usage data enabling you to track and build value in your training, performance, and customer service initiatives.

Please contact us for more information about Learning Zone Mentoring:

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