



COMPREHENSIVE TRAINING PROVISION

SLA TRAINING DOCUMENT



Comprehensive Training Provision

Pebble offers a wide variety of high quality training courses on all of our automation, playout in a box and integrated channel devices. Courses may be geared towards operational or engineering personnel, and customised to system characteristics. Courses can be held at the customer site or online.



Comprehensive Training Provision

Whether you need a general refresher course or training for new staff, we can develop a programme to meet your needs. We have extensive experience in helping operational staff migrate from legacy automation systems to embrace new working methods, and we can carry out training either on your system, or on a demo simulation.

By using software device emulators, highly effective customised training can be carried out before your system is commissioned. This enables your operators to become familiar with the user interface and features in advance. Each course is conducted in English by an experienced Pebble trainer.

Comprehensive Training Provision

Courses are divided into topic-based sessions which are interactive and hands on. Attendees are given ample opportunity to ask questions on any aspect of the system, including those on their existing or desired workflow design. Following the presentation of each topic, practical hands-on system demonstrations and workshops give attendees the opportunity to immediately put into practice what they have learnt.

Courses begin with a brief introduction to Pebble and an overview of the product's system architecture. The focus then turns to details applicable to each system; covering topics such as ingest, playout, media management, configuration and troubleshooting.

Training materials are provided for each course as appropriate, and may include slide presentations, videos, product user manuals, guides as well as specific system diagrams. Course certificates can be issued to all attendees.



Preliminary Training

Pebble's preliminary training services include introductory product courses. If required, we can set up a software emulation of your system within your facility prior to commissioning, providing your operators with the opportunity to become familiar with the system before commissioning.

We also offer 'Train the Trainer' courses, training super-users to be confident in conducting internal training for their staff.



Post Installation Training

Dependent upon coronavirus restrictions, comprehensive on site operator and technical training can be delivered on your Pebble solutions as follows;



Operational Training: Offering a detailed overview of your Pebble solution and its operational interface. Attendees learn through hands-on practical sessions on how to carry out key playout, ingest and media management tasks; building system knowledge and operational confidence.



Technical Training: Focusing on system architecture, engineering tasks, and troubleshooting. Operational overview is also covered. Attendees learn how to carry out key engineering tasks, ensuring stable transition from project acceptance to taking the system on air.



We also offer on air 'hand-holding' provision; to support your team on site in the days before and immediately after taking your system to air for the first time. In case of coronavirus restrictions, an online 'hand-holding' provision is provided as an alternative – making sure we can support your teams virtually.



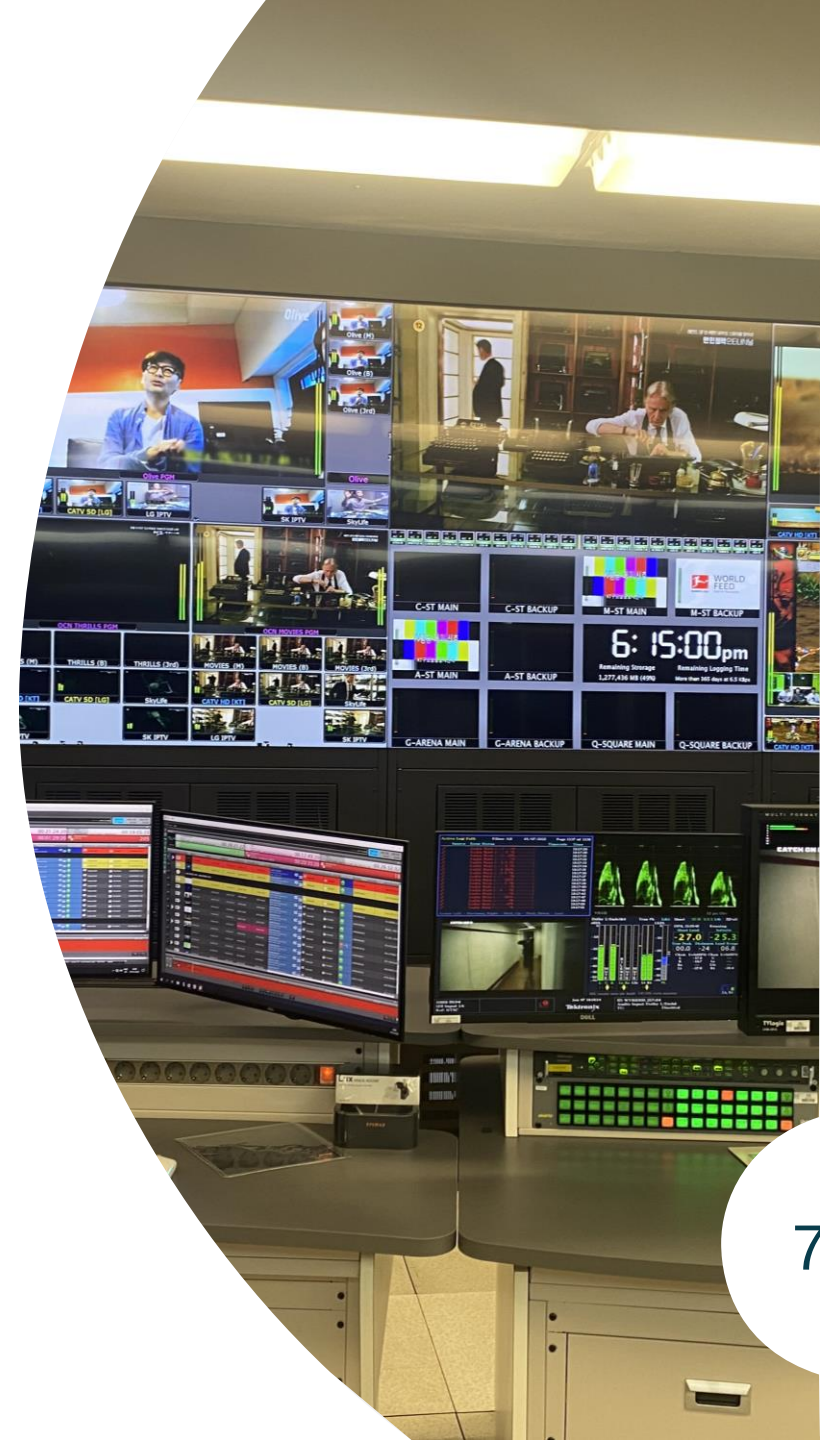
SLA Training

Pebble customers with a valid Service Level Agreement are automatically entitled to up to two training places per year of cover, dependent on the level of agreement.

Up to two members of staff may attend one scheduled Pebble training course of their choice, or one member of staff could attend two courses.

This allows the customer to keep existing staff up to date with new features and functions, or new staff to be trained in and become familiar with Pebble solutions.

Courses are currently held online in Western European Time and are generic as attendees from multiple customers are present.



Bespoke Training

If you have specific one-off training needs; whether it's for refresher training, inducting new staff, or other any other requirement, we can work with you to create a training package best suited to your unique circumstances.

This can either be held at the customer's site, or online with demonstrations either using the customer's system, or a demo simulation system hosted by Pebble in case there is no spare capacity to utilise the on-air system.



Course Outlines

...in brief

Operational training covers key topics including;

-  System Overview
-  Client Familiarisation
-  Playout Operations
-  Ingest Operations
-  Redundancy
-  Media Management
-  Troubleshooting



Course Outlines

...in brief

Technical training covers key topics including;



System Architecture



Software Upgrades



Client Familiarisation



Media management



Configuration Overview



Troubleshooting



Logging, Licensing, Data Storage



Timecode Management



Systems Workflows



Redundancy



Backups and Regular Maintenance



Prerequisites

All attendees are expected to have a good level of knowledge in the following subjects:

-  Windows Operating System
-  Video: Reference and Timecode
-  General Broadcast Knowledge

In addition, engineering attendees should have a basic understanding of:

-  Installing Drivers and Programs within Windows
-  Software Configuration and Installation
-  Microsoft SQL Server
-  Network Communication Principles
-  Broadcast Device Control



For more information on any of our training courses, please call us on +44 1932 333790 or email laura.dickinson@pebble.tv



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