

New Horizons Computer Learning Centers



Enterprise Learning Solutions Overview

Facts & Figures

- New Horizons **consistently out performs benchmark peer** IT training companies in instructor performance, courseware, quality and facility satisfaction
- **Over 98%** of New Horizons clients would **recommend New Horizons** to others
- Students at New Horizons indicate **higher levels of productivity** on the job vs. benchmark peer students
- Over 55% of **performance improvements on the job were directly attributed to the training** as opposed to other factors
- **Over 36%** of the new knowledge and skills learned at New Horizons is applied on the job **within the first week**, and **67% were applied** on the job within six weeks

(as reported by KnowledgeAdvisors)

Achievements

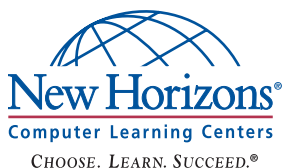
- World's Largest Independent Computer Training Company as Named by IDC
- The largest network of Microsoft Certified Partners and Gold Partners for Learning Solutions in the world
- Providing 3,000,000 student days of training per year
- Named one of the 200 Best Small Companies - *Forbes Magazine*

Founded: 1982

NASDAQ Symbol: NEWH

Locations: Over 250 centers, in more than 50 countries, and over 2,200 instructors.

Web site: www.newhorizons.com



Until you have maximized your employees' capabilities, there is a gap that must be closed to ensure the highest levels of efficiency and effectiveness. New Horizons Enterprise Learning Solutions provides proven, comprehensive and effective programs to ensure that knowledge is gained and your employees perform at their productive best.

The Enterprise Learning Solutions division of New Horizons is dedicated to meeting the more complex needs of larger organizations. We understand that an effective learning strategy consists of more than training events, eLearning and a learning management system. Creating such a strategy requires an understanding of your organization's vision, the knowledge of the systems and processes that can make an impact within your organization's culture and the experience to map these factors to individual performance improvements that drive results to your bottom line.

Our Enterprise Learning Solutions team focuses specifically on organizations whose learning needs are complex, distributed and demand a tie-in to business metrics. We understand the multiple needs of large enterprises and recognize that no two are alike. We can meet your needs from a single source, with the facilities, resources and learning expertise to fully achieve your business goals.

New Horizons Solutions Help Large Organizations to:

- Expand performance by increasing productivity and effectiveness of individuals and aligning them with their business objectives
- Provide a measurable return on investment for their training dollars, creating the business justification for training expenditures
- Assess employee competencies against job requirements, identify gaps and create development plans to enable effectiveness and growth
- Efficiently and thoroughly develop and retain employees while minimizing time away from the office for training.

Services Overview

Maximizing organizational performance is complex, but implementing and administering a learning solution shouldn't be. To help simplify your program, New Horizons Enterprise Learning Solutions division provides centralized managerial and administrative support services. Our organization of learning experts will ensure that your training solution is smoothly implemented and operated. Some of the resources we will leverage to manage your learning solution include:

- **Account Management Team:** Provides guidance, training and customer support through the front-end analysis, program development, implementation, and rollout phases
- **Professional Services Team:** Tailors New Horizons learning and technology solutions to help clients achieve long-term growth and competitive advantage
- **Client Support Team:** Supports your organization's training administrators and employees with scheduling, registration, billing, and reporting.

Account Management

Our Enterprise customers have a dedicated Account Management team that includes an Enterprise Account Manager, Client Support Representatives, and a virtual team of Account Executives to service your distributed locations from our network of centers. Enterprise Learning Solutions offers account management services that fit into how you do business. We offer:

- **Uniform Pricing:** New Horizons provides training at a uniform price for all North American locations. New Horizons will provide your organization with competitive pricing without compromising quality
- **Customized Reporting and Billing:** New Horizons provides all of our Enterprise clients with centralized monthly reporting that helps them track their learning investments. A consolidated invoice ensures consistent, accurate reporting of all national training activities
- **Centralized Registration:** New Horizons offers a streamlined registration process using our Web Registration System. This tool provides corporate clients with the ability to limit or expand the training offerings made available to their employees.

Enterprise Learning Solutions

Technical Training

In addition to being the world's largest independent training provider, New Horizons holds the designation of being the largest network provider for many of our technical and certification vendor partner programs, including:

- Microsoft Certified Partner for Learning Solutions
- Security Certified Professional
- Cisco Authorized Training through Element K
- Computing Technology Industry Association
- Convergence Technologies Professional
- Citrix Authorized Learning Centers
- HIPAA Academy Training Partners
- Authorized Prometric Testing Centers
- Authorized VUE Testing Centers

Certification Programs

Certification is one of the best ways to validate that your employees have the requisite competencies, technical knowledge, skills and experience to do their jobs. New Horizons provides training for more than 50 certifications from leading technology vendors and organizations, including Microsoft, Citrix, Cisco, Adobe and Linux.

Desktop Applications Training

Understanding and optimizing the power of Project, Access, Excel, Word and other applications to maximize productivity is an ongoing and challenging task. New Horizons offers a full range of software application training specifically designed to enhance user productivity. From "How to Analyze Project Data" to "Building Macros for Excel," New Horizons can customize and deliver interactive training to assist students with their specific needs or questions.

Business Skills Training

Organizations use computer applications to support business activities, whether it's using Outlook to manage time, PowerPoint to improve communication, or Excel to perform basic financial tracking functions. New Horizons offers Business Skills Fundamentals training to support our computer training in these key areas. Business Skills training is offered in a self-paced, eLearning format that will allow your employees to take the training they need, when they have the time. These eLearning courses can also be a valuable reference tool for those wanting to brush up on a few key topics. New Horizons Business Skills training can help Enterprise customers reinforce their key employee development activities in a timely, cost-effective manner.

Customized Learning Solutions

Designing, building, and maintaining an effective training program requires substantial amounts of varying skills and resources. With a vast array of subject matter experts, custom content development and Instructor-led training, New Horizons has been successful in helping our clients develop customized learning solutions. You can trust them to define strategic recommendations to align your business goals with your learning strategy, bridging the gap between your organization's current and ideal training program.

Blended Learning Solutions

New Horizons provides training choices in multiple formats and delivery methods, offering organizations and individuals top-quality training that can be tailored to meet individual learning styles and specific needs.

New Horizons offers more courses, at more times, in more locations than any other computer training company. Organizations can choose from hundreds of desktop applications, business skills and technical training courses offered in our learning centers worldwide.

Classroom Learning

As the foundation of our Integrated Learning methodology, the classroom experience has become a more enriching, dynamic and valuable learning method for students. Classroom Learning students have their own networked environments, which enable instructors to manage hands-on lab demonstrations and exercises that mirror the professional environment. Additionally, Classroom Learning has been enhanced to include Web-based resources, such as tutorials and simulations, during and after class. To help gauge return on investment, and productivity enhancements, a post-assessment is completed by each student.

Online LIVE Learning

Online LIVE Learning provides students with a live instructor-led experience, via the Internet, that meets specific learning objectives. Although separated by geography, instructors and students share an interactive experience, including active discussions, simultaneous document viewing, application sharing, and the ability to form breakout groups in virtual rooms for team meetings. The advantage of live instruction, accessed from anywhere around the globe, makes Online LIVE Learning an ideal training solution.

Online ANYTIME Learning

Online ANYTIME Learning enables information to be delivered in a customized, student-centric format, via the Internet, and features the same content as our world-renowned instructor-led training with over 1200 courses, delivered at anytime from anywhere. Online ANYTIME Learning reduces training costs, provides easy access to educational materials and increases collaboration.

On-Site Training

On-Site Training is an excellent solution for organizations who want their training done in their own location or who have employees with the same training needs. Choose a single course for a small group or extensive training for the entire workforce. On-Site Training offers significant savings in a convenient and familiar location with an expert instructor leading the course.

Bringing it All Together with the Integrated Learning Manager

The Integrated Learning Manager is a powerful Web-based tool that delivers, tracks, coordinates, manages and reports on all personnel training, competency levels and development to help companies reach their business objectives. The Integrated Learning Manager is the foundation of all learning and development within your organization. It streamlines administrative tasks and blends with training and development and procurement to provide one place where learning and training can be quantified, measured and tracked.

Enterprise clients use the Integrated Learning Manager because they are committed to continued learning, development and knowledge transfer for their employees. From massive, company-wide systems that link the learning endeavors of thousands of users in a worldwide organization, to small-scale, easily implemented systems that manage one department's ongoing learning and development needs, the Integrated Learning Manager is completely flexible and is positioned to provide customized solutions for each client's specific needs.