



## TRM Training Services

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### Why TRM?

**Total Resource Management (TRM)** prides itself on being a learning organization and understands that training is one of the best ways to increase your return on investment. As one of the leading consulting companies for IBM Maximo® Asset Management and IBM IT Service Management, we offer training as a critical component of every Maximo and IBM Service Management implementation or upgrade project performed.

### Training Solutions Designed to Fit Your Needs

TRM is an Independent Training Provider for IBM Maximo Asset Management and Tivoli Asset Management for IT®. Each of our trainers is an experienced Instructor and consultant. TRM instructors and course designers can help you build a training program specific to your business requirements and configuration. We offer clients both customized and pre-packaged training solutions ranging from:

- ❖ Better and best industry practice workshops
- ❖ Business Process Training
- ❖ Delta training – overviews of the new functionality in the new versions of Maximo
- ❖ Training your in-house system administrators and application developers before, during, and after the project
- ❖ End-user training
- ❖ Immersion training
- ❖ Subject Matter Expert and “train-the-trainer” courses
- ❖ Custom on-site or public courses for TRM RulesManager SE™ - the leading configuration tool for Maximo and Tivoli Process Automation Engine
- ❖ TRM Public Courses:
  - Workflow
  - Maximo for EAM and ITSM
  - Maximo Asset Management (EAM)
  - Tivoli Service Request Manager, TAMIT, CCMDB, and TADDM
  - BIRT Report Writing

Increase your ROI for Maximo or IBM IT Service Management with proven training solutions from TRM.

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## Our Training Philosophy

Our goal is to facilitate swift understanding, acceptance, and adoption from end-users. We also view training as a critical part of the change management program of any implementation.

Training conveys that:

- ❖ The technology changes are important to the business and higher-level management is dedicated to its success.
- ❖ Management understands the importance of the end-user to the success of the project and has invested in the end-user.
- ❖ The new technology will allow the end-user to get the job done faster, easier and better.

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### Contact Us

For more information about TRM's custom training solutions or to register for our publicly offered courses, please call 703-548-4285, email [marketing@trmnet.com](mailto:marketing@trmnet.com) or visit: [www.trmnet.com/services/maximotraining](http://www.trmnet.com/services/maximotraining).

### About TRM

Total Resource Management (TRM) is focused on improving the asset and operational performance of organizations through the effective use of information technologies. TRM is an IBM Premier Business Partner with twenty years experience delivering asset and service management solutions based upon IBM Maximo. TRM supports clients across a wide range of industries, including government, defense, cities, facilities, energy, utilities, transportation, and life sciences. TRM is based in Alexandria, Virginia and has business centers across the U.S. For more information, visit [www.trmnet.com](http://www.trmnet.com) or call 703-548-4285.

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