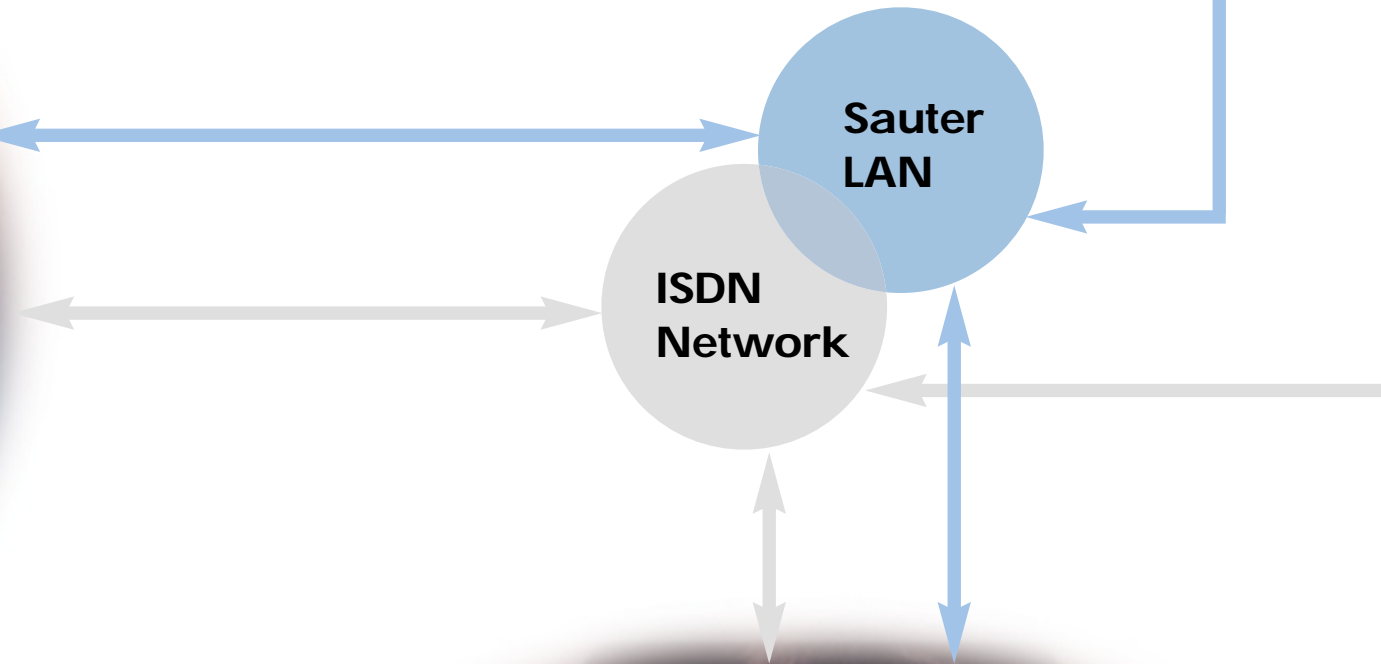
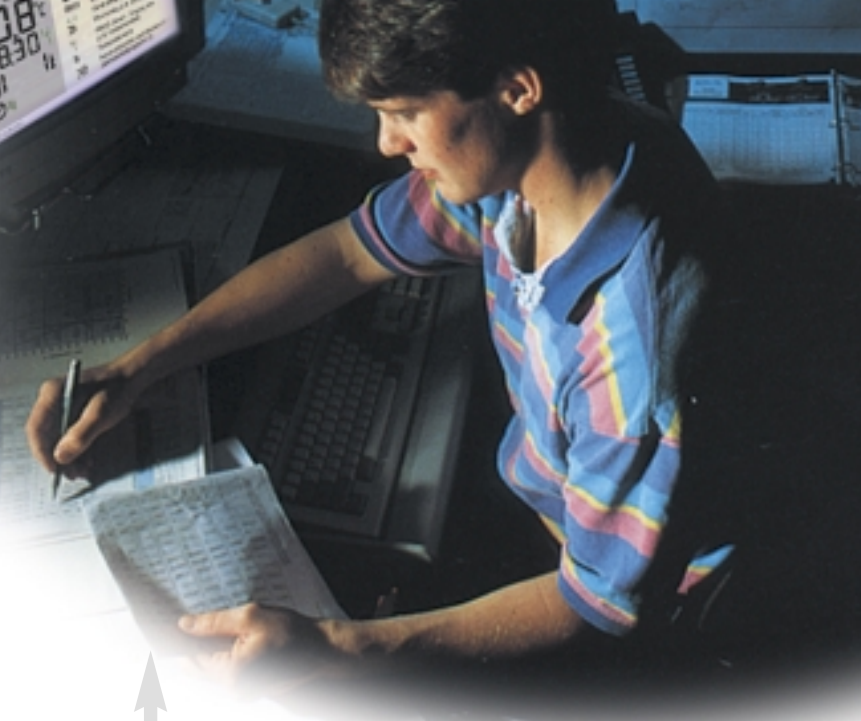
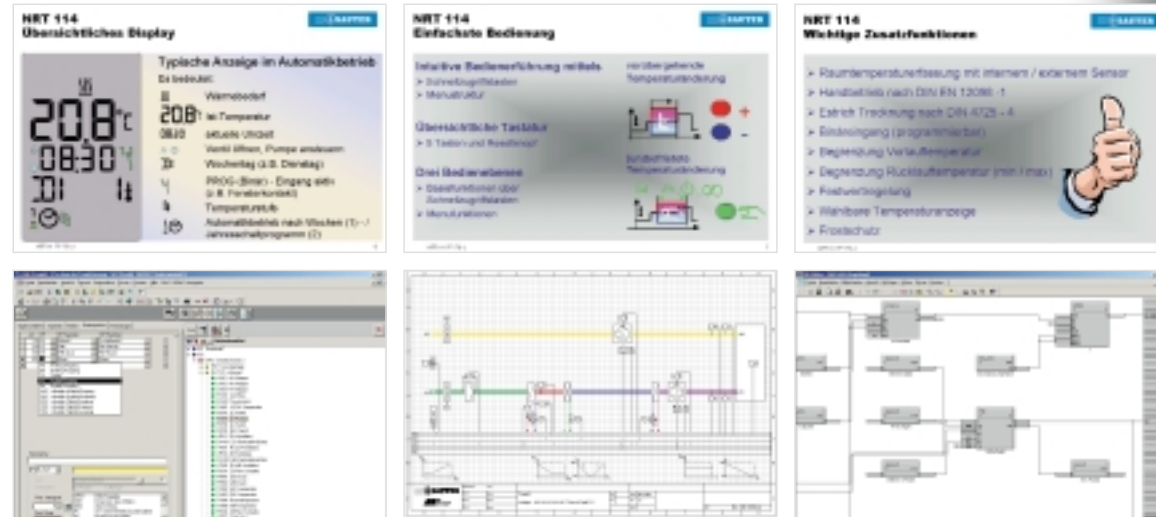


Online training of our employees: immediately applicable know-how to the benefit of our customers

Knowledge is control of the future – both for our customers and us. Which explains why 'knowledge updating' of our employees is one of Sauter's main concerns. Today knowledge can also be brought to people through online training by a teletrainer. It is no longer necessary to be together in one place for courses and seminars. Teletraining is a very effective method since it gives employees the added practical knowledge they need right where they work.



True to their motto 'Online with the Future', the teletrainers of our Training and Information Centre (SIZ) in Freiburg, Germany, has provided online teletraining, information and support to over 150 employees over the past year.

The Centre developed a simple and low-cost but efficient model based on Sauter's existing technical infrastructure (Sauter-LAN, ISDN-telephone) and Microsoft's Netmeeting communication software. This enables participants in a teleconference to link up and engage in 'open communication' with any or all other participants.

The advantages are obvious. Training at work saves travel costs and time. But most of all the quick flow of information and real time communication contribute to more efficient knowledge integration in the course of a normal working day. The employee becomes available to the customer again very soon.

Sauter has trained up fifteen teletrainers and successfully implemented our innovative training programme in the following areas:

- Tele Info: support with the introduction of NRT (approx. 30 participants)
- Tele Presentation of marketing documents, sales arguments and our demo case
- Tele Training: FBD, control technology (approx. 20 participants)
- Tele Introduction of new employees to control technology and FBD
- Tele Support: CASE_Prj, novaPro Open, service management software (SMS), etc. (approx. 100 participants!)
- Tele Support of a large number of users, troubleshooting

More applications will be added to this new training method at Sauter, all contributing to the 'online future' of our employees.

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