



Training Administration and Event Management Raytheon Professional Services



Benefits

- Scalable support for your training initiatives – there when you need it, no overhead cost when you don't
- Predictable outcomes from consistent processes ensure that your event comes off crisply and reliably
- A professional environment for your events that underscores the importance of human capital growth and development
- The significant advantage of teaming with internal Raytheon training and logistics experts and partners who understand that Customer Success Is Our Mission

Raytheon Professional Services (RPS) understands that successful training must strategically align with an enterprise's key objectives and be expertly delivered for optimal results. A customized curriculum that is well developed also requires expert deployment – and RPS is proficient at bringing all required elements together, even for the most complex learning events. From engaging instructors to handling all registrations, catering, set-up details and surveys, RPS manages every aspect for hundreds of events around the globe each year.

Our event logistics can also be applied to non-training events – with services that are scalable – providing support ranging from simple vendor coordination to full event management.

RPS' services extend beyond internal Raytheon functions and organizations; they are available to your program customer as well, and are a viable option for the outsourcing of government training coordination, both domestic and international.

RPS combines proven tools, industry expertise and our Raytheon tradition of excellence and innovation to deliver dependable event logistics for you and your customers.

Raytheon

Streamlined administration and learner support drive training efficiency, quality and results.

Training Administration

Raytheon Professional Services (RPS) employs industry-unique tools to ensure every training event meets our customers' unique needs and objectives. Our broad experience, best practices and processes have helped many global organizations in a wide variety of commercial industries drive skills development.

At Raytheon, we can partner with you to improve the results of the training events in your organization and even in your customer program.

RPS' Training Specialists use our robust training administration processes – built on a proprietary workflow-driven platform – to ensure quality and consistency at every step of the training engagement. We handle all the logistics details – from scheduling an event and assigning resources to setting up and dismantling a classroom, managing vendors and processing student rosters.

Whether training is based at one of Raytheon's global service centers, at your facility, or at a customer site, we establish client-specific workflows that ensure the highest service quality. Agreements are executed and progress is tracked and reported.

While we manage the details, you can focus on your customers, comfortable in the assurance that your training events are executed with precision by RPS.

User Support

RPS provides Tier 1 support for learners and event coordinators through dedicated call centers. Our global service centers provide support via telephone, email, fax and Web chat in over 25 languages. These world class call centers are integrated through our ticketing and call management platforms.

Inbound communications are automatically routed to the appropriate representatives based on language, client, or subject matter expertise. Every communication, inbound or outbound, is tracked and reported from initial contact through successful resolution. The result is globally integrated customer support that ensures consistent service, centralized reporting, SLA management and reduced costs.

Event Management

RPS is behind the scenes of many Raytheon corporate-level events, managing the considerable logistics to execute a flawless performance.

Whether it is a simple one-off training session, a large, complex business, corporate or public event, RPS can provide exactly the level of support you need.

About Raytheon Professional Services

Raytheon Professional Services (RPS) provides training services in more than 100 countries, in 28 languages, for a wide spectrum of commercial

industries – including Energy, Automotive, Technology, Telecommunications, Financial Services and Healthcare.

Every technician who ever donned a Mr. Goodwrench uniform was trained using instruction developed and delivered by RPS.

Our learning and development capabilities help organizations meet their critical objectives by designing effective training, delivering engaging instruction, and managing efficient delivery of tailored solutions that are aligned to an organization's key business and mission objectives.

Contact us at info-RPS@raytheon.com to learn what RPS can do for you.

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