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May I introduce Lisa Nally to you?

Lisa has been given the job of Operations / Customer Service Manager. This change occurred after Troy suffered an episode with the ticker (heart that is), and found it necessary (and was ordered by the Doctor) to “slow down”. (fat chance)

I’m certain you will like Lisa. She is a real go-getter and her “people IQ” is very high. Lisa worked as Online Training manager for Kirby Marine, and did an outstanding job. Our files are bulging with letters of appreciation from the customers whom she called on, and I’m confident that you will also approve of her—she knows our products and is looking forward to getting to know our customers.

One more thing... We now have a fully equipped training facility where we can provide training for our online training system use as well as development of courses. The facility is located at 5373 W. Alabama, Suite 209, Houston TX 77056. We have the ability to train up to 3 folks at a time. Small class size results in high quality training.

Our first group of trainees came from Superior Energy Services and by the end of the 2 day sessions not only were their Administrators trained but we had 16 training sites ready to go for division use.

I would be delighted if, after you’ve spent some time with Lisa, you would jot down your impressions of her. I predict your reactions will be highly favorable.

Sincerely,

Troy Hackworth
President

WWW.SAFEWORKDAY.COM

BY CLIENT REQUEST...

WE Have a New Training Facility and Training Options...

CDP Inc. SafeWorkDay Training & Support Plans

Training options for CDP Inc. come in various forms to accommodate different learning styles.

Online Courses: You'll learn about the power of our managed LMS and will receive free online training for the system

COMING: Webinar Courses: You'll be given a guided tour through our managed LMS and can participate in these courses synchronously in your own time.

TRAINING Packages: You'll receive a training package that you'll have access to for the lifetime of your contract to train your end users for a recurring annual fee.

Onsite or Our Facility Workshop Training: Select members of our team join your administrators and educators for face-to-face training and an extensive Q&A session to make sure you have all of the answers you need.

Support:

Through our client engagement team model, customer support portal, and endless community support, we've got your back from every angle. You'll be assigned to a client engagement team from day 1 to answer questions or issues that arise, deliver implementation, configuration and consulting services and to resolve any technical issues that you may come across. Our team will know your team and your site from the inside out. Your site administrators can submit support tickets by phone or through our support portal with any questions or issues that may arise and they will have access to a detailed knowledge base of help and support information. We'll provide e-mail news alerts when issues surrounding your site are found, whether security updates, new version releases, or we'd just like to check in. We also have certain end user support options available. Contact us to find out more

Administrator Support: If you are a site administrator for your institution, you can login to the CDP Inc. support portal to submit support tickets anytime, anywhere directly from your website.

End-User Support: If you are an end-user looking for support, check out our handy self-help video tutorials and documentation in the Resources section of our website. If you have a question that requires additional resources, please contact your site administrator and they can submit a support ticket .

Community Support: With more than 60 million users worldwide, Moodle and CDP Inc. have very active support communities. From core Moodle documentation to forums and FAQ's, you have extensive options to find the answer you are looking for.

A note from a customer:

"Don't be afraid to invest in training. Whether migrating from another system or starting fresh, get your key administrators in training. The CDP Inc. administrator training was extremely helpful and since the quality of courses is everything, I can't recommend it enough. Training doesn't cost, it pays you back in dividends. It contributes to the quality of your courses and that translates into the student experience. " Noel Spicuzza, Superior Energy Career Training Center.

