

# Training & Service

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## Where do I go for training?

Training courses are held in one of ISD's own Training Centres in Berlin, Hanover, Dortmund, Nuremberg or Ulm and S'Hertogenbosch (NL) or Zwolle (NL). However, your convenience is our watchword and we are always willing to arrange courses at any location. [Training Dates \(NL\)](#)

## Where can I get help?

Our Call Centre, including the Hotline, is available Mondays to Thursdays, from 8 am to 5 pm (German time - CET) and on Fridays from 8 am - 3 pm. You can contact us by:

**In the Netherlands** Phone: +31-(0) 73-615 38 88 Fax: +31-(0) 73-615 38 99 E-Mail: [helpdesk@isdgroup.nl](mailto:helpdesk@isdgroup.nl)

**in Germany** Phone: +49-(0) 231-97 93-166 Telefax: +49-(0) 231-97 93-101 E-Mail: [helpdesk@isdgroup.de](mailto:helpdesk@isdgroup.de)

## How quickly can one learn to use HiCAD?

Providing a user-friendly environment, the permeability of HiCAD's structure ensures a short learning curve. Our Training Centre works out a product training schedule tailored to your needs. After the training, that should always be given on site, newly won skills can be put into practice immediately.

## Does the ISD also provide help with concept creation and customer-specific adjustments?

In our pursuit of optimal solutions we will focus on a close cooperation with our customers and an efficient consulting right from the start. We will make a careful record of your individual requirements and guide you through the entire process. Whether simple tasks or complex projects: Our specialists will be there to help you - from CAD data transfer, document, workflow and location management through to automation processes and ERP integration.

Even after roll-out, we will stay in touch with you to provide further support in the productive and optimisation phase, thus forming a long-lasting partnership with you. Our staff members are experienced specialists who know exactly what is relevant to the requirements of your company. Our consulting services will not just be provided on a merely strategic level; if desired, we will plan, down to the last detail, the way in which your solution has to work.