Learner Services

Achieve your business goals and see real-world ROI from your solutions.

As retail technology becomes more sophisticated, so must its users — and that's where our Learner Services practice comes in. It's designed to help all your users, from leadership to associates, stay abreast of the latest developments, features, and enhancements, and develop the kind of retail and IT acumen required for retail success today.

How our Learner Services practice works for you

Digital transformation isn't a sprint — it's a journey, and our Learner Services team is your partner on that journey. We partner with your teams to ensure every member knows exactly how to use their systems and solutions and can get maximum ROI from them. Whether that means online instruction, in-person seminars, or access to our always-on 24/7 online learning center, your teams will always have the educational materials and assistance they need to keep up with the latest updates and enhancements.

Learning resources for everyone

Our Learner Services team has created comprehensive, easy-to-use instructional tools for every system, solution, and situation. Better yet, our team members will help you choose the one that's right for you.

Our data analytics training can help your team understand and leverage the kind of actionable insights that drive outcomes around shopper experience, inventory intelligence, loss prevention, and operational effectiveness.

No matter which of our Sensormatic Solutions products or solutions you're invested in, we can deliver comprehensive user training for your teams. We cover use of applications for shopper insights, shrink management analytics, and inventory intelligence, as well as IoT technologies, including EAS, RFID, video, and more.

> *We partner with your teams to* **ensure every member knows exactly how to use their systems and solutions.**

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Training that meets your needs – and your schedule

When it comes to training, no one-size-fits-all model will do. That's why we've created a variety of learning methods designed to meet your needs.

Depending upon the technology or solution in use, your teams can access the latest instruction with our online learning modules. Our easy-to-use, state-of-the art learning management system makes getting up to date on products, solutions, and services simple for everyone.

Users of our solutions can also take part in virtual, instructor-led learning sessions, if needed. These are designed to ensure your teams receive the training they need on specific products and solutions – or even distinct aspects of those products and solutions – so you can get maximum ROI from your technology or solution.

Sometimes, in-person interactions work best. That's why we also provide the option for in-person, classroom-style learning and labs, upon request. These instructor-led sessions are designed to align with accepted industry-leading practices to help your teams perform better, achieve more, and drive greater revenue.

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Learn more about Services from Sensormatic Solutions

Learner Services is just one of many practice areas within our Services designed to help you innovate, execute, and succeed in hitting your goals. To learn more about how our other practice areas can help, **click here**, or ask your Services manager for more information today.

About Johnson Controls

At Johnson Controls (NYSE:JCI) we transform the environments where people live, work, learn and play. As the global leader in smart, healthy and sustainable buildings, our mission is to reimagine the performance of buildings to serve people, places and the planet. With a history of more than 135 years of innovation, Johnson Controls delivers the blueprint of the future for industries such as healthcare, schools, data centers, airports, stadiums, manufacturing and beyond through its comprehensive digital offering OpenBlue. With a global team of 100,000 experts in more than 150 countries, Johnson Controls offers the world's largest portfolio of building technology, software and service solutions with some of the most trusted names in the industry.

For more information, visit **www.johnsoncontrols.com** or follow us **@johnsoncontrols** on Twitter.

About Sensormatic Solutions

Sensormatic Solutions is the leading global retail solutions portfolio of Johnson Controls powering operational excellence at scale and enabling smart and connected shopper engagement. Our intelligent digital operating platform – Sensormatic IQ – combines the full Sensormatic Solutions portfolio, including third-party data to deliver unmatched insights into shopper experience, inventory intelligence, loss prevention and operational effectiveness with advanced technologies, like AI and Machine Learning. This enables retailers to act on prescriptive and predictive data-driven outcomes to confidently move into the future.

Please visit **Sensormatic Solutions** or follow us on **LinkedIn**, **Twitter**, and our **YouTube channel**.

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