OneShield SOFTWARE | Business Solutions. **Simplified.**

OneShield Training

With specialized knowledge of global P&C and Life insurance across all lines of commercial, personal, life and specialty markets, OneShield's interactive training programs for business and IT professionals cover object modeling, product definition, workflow design, user interface development and more.

With OneShield Software, you've already made a solid investment in transforming your business for the future. Now, ensure that the full potential of your investment is realized with OneShield Training for business and technical team members, including partner firms.

With thorough training this helps to lower the total cost of ownerships, enhances business agility through self-sufficiency for product development and maintenance. OneShield is fully committed to your organization's success. That's why, we encourage our clients to take advantage of our full range of training and certification programs. Our clients tell us that the more they learn about our products, the more productive and efficient their team members become. With an in-depth understanding of the software's features and capabilities, clients are quickly brought to speed about our technology and the products.

Our instructors are software and insurance professionals with years of experience providing training and mentoring for clients of all sizes. Our training program is mature and customizable covering classes prepared for business analysts, underwriters, system analysts, project managers and developers.

Our instructors have been on the front line of many project implementations and provide insight into real-life project scenarios. Coupling this knowledge with your specific business goals, a tailored training plan will be developed specifically for your business that meets your needs. Courses use hands-on training exercises and time-proven reference materials to accelerate the transfer of knowledge, and ensure your team is self-sufficient and confident working with OneShield solutions.

OneShield Training Classes & Additional Information

OneShield Foundations Series

This series is designed to teach business analysts and application developers a common language and approach using our design tool OneShield Designer. It accelerates the development process, and empowers students to develop applications efficiently and effectively.

Upon completing the OneShield Foundations Series, students will have a basic knowledge of the OneShield Designer development tool set.

Class Length: 10 Days

Prerequisites: Insurance, SQL, and Object-Oriented background

OneShield Advanced Series

This series provides an understanding of the design principles and empowers you to improve end-user system performance and usability. In-depth training on the user interface and workflow functionality, including adding custom reference tables, creating advanced rules, and using Ajax, equips students for the real-world scenarios they will encounter when developing OneShield applications.

Upon completion of this course, students will be able to use advanced techniques in the OneShield application development for creating interactive applications. Each course in the series includes a case study and class exercises.

Class Length: 10 Days

Prerequisites: OneShield Foundations Series

OneShield Product Configuration Series

This series provides a detailed advanced training and introduction to product configuration. Students are guided through the Universal Object Model, and learn how to configure and enhance the "out-of-the-box" functionality. They will also learn about the Product Definition Workbook (PDW) and other requirements documents, and build an actual working product prototype.

A working knowledge of SQL and relational databases is helpful for successfully understanding this course. Completion of OneShield Foundations and OneShield Advanced series is required before enrolling in OneShield Product Configuration. Each course in the series includes a case study and class exercises.

OneShield Rating module is an important part of the OneShield Product Configuration series. It describes the design consideration and implementation methodology for rate book revision within the OneShield application. Instruction is provided to understand how rate book revisions are related to rating, forms generation, workflow management, third-party report processing rules, eligibility and underwriting rules.

Class Length: 10 Days

Prerequisites: OneShield Foundations Series, OneShield Advanced Series and a working knowledge of databases

Java and Middle Tier Course

This course provides an overview of architecture and integration, middle tier concepts, and batch framework. It enables Java developers and individuals working with the middle tier to gain an understanding of third-party integration, SOA, XML export/import and batch/job processes. Exercises include completing labs using Java/J2EE technologies to create, implement and execute middle tier commands. Important debugging techniques, batch framework fundamentals and core upgrade tasks are also covered as part of this training.

Class Length: 3 Days

Prerequisites: OneShield Foundations Series and experience as a Java or implementation developer

OneShield Asynchronous Processor Course

This course provides students with the knowledge that they need to interact meaningfully with the OneShield Asynchronous Processor (OAP). It provides an overview of OAP Architecture and integration. Topics include typical use cases, design patterns and implementation techniques. Students will gain an understanding of OAP processing and use cases that are typically implemented with OAP, including on-demand, real-time and batch processing.

Class Length: 3 Days

Prerequisites: OneShield Foundations Series, and experience as a Java or implementation developer

System Administration Course

This course provides students with an introduction to OneShield administration in all the three tiers of the application: front end, middle tier and database. It provides an overview of OneShield clustering technologies, database administration and configuration, middle tier configurations and administration, and OneShield application and performance troubleshooting. Students will gain insight into the system administration, maintenance, and troubleshooting from experienced OneShield engineers.

Class Length: 1 Day

Prerequisites: The course covers many different disciplines and requires previous experience in Oracle, WebSphere, JBOSS and enterprise server technologies

Release Management Course

This course provides an introduction to OneShield Release Management. It provides an overview of the OneShield Release Build and Deploy Process, including release types, bundles, prerequisites, syntax requirements, and creating and applying the bundle and release requirements. In addition, the course provides an overview of the OneShield Release preparation process, including release preparation tools, sources used to perform a cross-check, dependency check and deployer script generation in OneShield Designer, as well as other artifacts and applicable source control tools (i.e., PVCS Version Manager). Important methodologies will be taught for reviewing the log file (i.e., spool file) for errors and troubleshooting a release.

Class Length: 2 Days

Prerequisites: The course covers many different disciplines and requires previous experience in Oracle, WebSphere, JBOSS and enterprise server technologies

Business Analyst Course

This course provides an overview of the OneShield Product Definition Workbook, an artifact used to document the business requirements, workflow, screen design, actor/role security, rating, forms and integration points for implementing the OneShield application. The training also covers the different implementation methodologies like Agile, Waterfall, their impact on the product discovery and business requirements gathering phases, and the interactions of the various other departments within OneShield.

Class Length: 3 Days

Prerequisites: Insurance and business analysis skills

Additional Courses

OneShield is constantly working on updating and creating new courses to facilitate learning on specific topics and areas of expertise. These courses allow students to become experts in particular product areas and expand their general knowledge of product development.

Credit Pricing & Discounts

Course levels are tiered based on required prerequisites and complexity of material. Purchasing blocks of credits provides greater discounts and enables you to spread your training dollars across numerous students with various skill sets and knowledge levels throughout the year. Credits expire 12 months from the date of issue and cannot be used for customized training or mentoring programs.

Course Name	Class Days*
OneShield Foundations Series	10
OneShield Advance Series	10
OneShield Product Configuration	10
JAVA and Middle Tier Course	3
OneShield Asynchronous Processor Course	3
System Administrator Course	1
Release Management Course	2
Business Analyst Course	3

* The class day is 8 hours, including lecture, lab, and breaks.

OneShield
SOFTWARE

On-site Courses — Your Place, Not Ours

Classes conducted outside OneShield's Marlborough, MA, or Gurgaon, India offices carry an additional 25% tuition surcharge plus travel costs such as transportation, hotel and food. There is a minimum requirement of four (4) students to hold a course at your facility.

Cancellations

OneShield requests a minimum of 10 business days advance notification to reschedule or cancel training. Our cancellation policy is as follows:

• If a request for cancellation is received one month or more prior to the training start date, the client will be assessed an amount equal to 25% of anticipated training credits.

• If a request for cancellation is received between one week and one month prior to the training start date, the client will be assessed an amount equal to 50% of training credits.

• If a request cancellation is received within the week prior to the training start date, 100% of training credits will be assessed.

Additional Information

• The OneShield Training course material is available online on the OneShield intranet repository. Print outs of the training content cannot be purchased separately.

• Minimum number of students for any class is 4.

• Maximum number of students for any class is 12.

• Classes with more than 6 students typically require 2 instructors.

There are discounts for the following:

• Enrolling a greater number of students per class and

• Advance purchase of credit blocks.

Lower your Total Cost of Ownership with OneShield Training

Training for Your Business Users

OneShield Training courses are structured to get your business team up-to-speed quickly on various aspects of the application. These courses are designed to enable business participation in the management and maintenance of your products today and well into the future delivered for team members at all levels, including:

- Personal, commercial and specialty lines managers who want to learn more about our software functionality.

- Business Analysts responsible for defining new products.

- Developers creating applications using OneShield products.

- Rating specialists who maintain rating tables and algorithms.

Ensure Your Team is Certified and Self-Sufficient

- With OneShield Training, you can ensure your staff members and partners are certified to manage, modify and optimize OneShield Insurance Software for your organization.

- Confidence gained from training also helps ensure your team members are self-sufficient, allowing them to do more complex work in-house without depending on outside consultants.

- We also offer training and certification of your external partners, such as reinsurers, agents and other third-parties.

Choose from On-site, Off-site or e-Learning Options

- Classes are generally conducted at OneShield's Marlborough, MA, or Gurgaon, India offices.

- If you're interested in on-site training sessions, they are available as well.

- OneShield also offers e-learning training programs with self-guided presentations and video instruction, quizzes and course exercises. E-learning is presented online via Mindflash.com, which is accessible to students anywhere, anytime on a PC or tablet.

- The e-Learning option still includes support from OneShield trainers, so you are never on your own.

OneShield Training helps enhance your operational and process efficiencies, and improve the product time-to-market for new products and changes.

OneShield SOFTWARE

Ready to Simplify Your Business?
It Starts with a Conversation.

OneShield Software delivers core business software solutions to the global insurance and broader financial services industry, deployed in the cloud or on premise. Our portfolio of standalone, subscription, and cloud-based software products includes enterprise class policy management, billing, claims, rating, product configuration, business intelligence, and analytics solutions that leverage a tool-based open architecture and single data model platform to streamline your business. OneShield Software automates and simplifies the complexities of core systems with targeted solutions, seamless upgrades, collaborative implementations, and lower total cost of ownership.

With corporate headquarters in Marlborough, MA and offices in India, Canada, and Australia, OneShield, Inc. has a total of 46 products in production across the P&C and Life insurance markets.

Visit us at OneShield.com or contact us now to learn how we can help simplify and transform your business.

Toll-free: 888 663 2565
Phone: 774 348 1000
Email: info@OneShield.com

OneShield Software Global Locations

OneShield Corporate Office
62 Forest Street
Marlborough, MA
01752-3028
United States

Toll Free: 888 663 2565
Fax: 774 348 1001
info@oneshield.com

OneShield Australia
Level 26 44 Market Street
Sydney NSW 2000
Australia

+61 2 9089 8708
infoau@oneshield.com

OneShield India Pvt Ltd
Unit 401, 402, 4th floor, Tower A,
Unitech Cyber Park Sector 39
Gurgaon, Haryana Pin 122002
India

+091 124 4856100
hrindia@oneshield.com

OneShield Canada
888 663 2565
infoca@oneshield.com

OneShield United Kingdom
+001 774 348 1000
infouk@oneshield.com

OneShield
SOFTWARE | Business Solutions. Simplified.