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Miradore Management Suite training

To get the most out of Miradore and its numerous features, we provide multiple training packages starting from the basics to the most advanced features of Miradore Management Suite. Training is provided as either remote sessions or as a classroom training where you get your hands dirty. You can also certify yourself as proof of your expertise with the Miradore Management Suite solution.

Available courses:

- System engineer courses
- Courses for operators
- Courses for MSPs
- Certification programs

Training is always customized to your specific needs. Please contact us for a quote.

SYSTEM ENGINEER COURSES

These courses are designed for planning, setting up and deploying the Miradore Management Suite service.

MIRADORE IMPLEMENTATION PLANNING AND SETUP

In this course, we will go through the essential components of the Miradore Management Suite infrastructure and define the capacity requirements based on best practices. We will prepare and install the Miradore Management Suite server in a self-hosted environment, and enable all required features and finalize the server implementation.

PLANNING AND SETTING UP HARDWARE AND SOFTWARE DISCOVERY AND INVENTORY

In this course, we will run a network discovery to identify all devices and installed software. We will walk through the optional discovery methods and activate essential connectors like Microsoft Active Directory. We will deploy the Miradore Client to the computers and walk through the optional deployment methods. During the course, we will have a look at the normalized software

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titles and hardware models. We will also cover the basic troubleshooting methods.

PLANNING AND SETTING UP SOFTWARE ASSET MANAGEMENT

In this course, we will walk through the software discovery and inventory status. We will go through the normalized software titles and identify the software requiring licenses. We will add licenses to Miradore Management Suite, create allocation rules for reconciliation and check the license compliance. We will also walk through the software usage measuring and optimization methods.

As a prerequisite to this course, you should have completed the “Planning and Setting up Hardware and Software Discovery and Inventory” course.

PLANNING AND SETTING UP OPERATING SYSTEM INSTALLATION

In this course, we will walk through the prerequisites for the operating system installation and the required infrastructure components in the company network. We will cover the bare-metal installation method including the hardware modeling as well as different methods of deploying operating system upgrades.

PLANNING AND SETTING UP SOFTWARE DEPLOYMENT

In this course, we will walk through the prerequisites for the software deployment and the required infrastructure components in the company network. We will cover the different deployment methods like one-by-one deployment, self-service deployment, mass deployment and how to set up company policies for automated software deployments.

PLANNING AND SETTING UP PATCH MANAGEMENT

In this course, we will walk through the prerequisites for patch deployment and the required infrastructure components in the company network. We will set up patch deployment, show how to control the patch deployments, and walk through the essential patch compliance reports.

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PLANNING AND SETTING UP ENDPOINT BACKUP

In this course, we will walk through the prerequisites for backing up the endpoint's user data and the required infrastructure components in the company network. We will walk through all essential steps to create and configure backup jobs, and show how to follow-up on the status of the backups.

PLANNING AND SETTING UP REMOTE CONTROL

In this course, we will walk through the prerequisites of remote controlling the computers and remotely assisting the users, including the required infrastructure components in the company network.

USING MIRADORE API

In this course, we will walk through the Miradore REST based Web Service through examples. All available operations will be covered.

COURSES FOR OPERATORS

These courses are designed for operators, such as service desk and desktop administrators, working with Miradore Management Suite on a daily basis.

BASICS OF USING MIRADORE MANAGEMENT SUITE

In this course, we will walk through the Miradore Management Suite console. You will learn how to work with views and forms, search for information, use and create reports, run actions and use the tools provided. A lot of best practices and how-to scenarios are also covered.

MANAGING HARDWARE ASSETS

In this course, we will walk through the basics of hardware asset management and tasks related to the lifecycle of an asset. These include, for example, keeping track of asset owner and custom attributes, keeping track of purchase, warranty and cost information, and assigning contracts. In this course we will also cover essential reports related to the hardware asset management.

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MANAGING SOFTWARE ASSETS

In this course, we will walk through the basics of software asset management and tasks related to get compliant with regulations. Areas covered will include license contracts, license entitlements, and the license optimization methods as well as essential reports. A lot of best practices and how-to scenarios will also be covered.

INSTALLING OPERATING SYSTEM

In this course, we will learn how to deploy and update operating systems along with bare metal installation. The troubleshooting scenarios, as well as best practices and how-to scenarios will also be covered.

BUILDING SOFTWARE PACKAGES

In this course, we will learn how to create software and configuration packages and go through the actions available for successfully automating all manual actions. Troubleshooting, testing, deployment, and how-to scenarios will be covered.

DEPLOYING SOFTWARE AND CONFIGURATION PACKAGES

In this course, we will learn how to create software and configuration packages and going through the actions available for successfully automating all manual actions. Troubleshooting, testing, deployment, and how-to scenarios will be covered.

USING PATCH MANAGEMENT

In this course, we will learn how to work with patches and get compliant. This includes analyzing the new patches, testing the patches, approving the deployment, and monitoring the patch deployment status. Reporting and troubleshooting is also covered.

USING ENDPOINT BACKUP

In this course, we will learn how to configure and activate the endpoint backup jobs and monitor that the backups are completed successfully. Reporting and troubleshooting is also covered.

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USING REMOTE CONTROL

In this course, we will learn how to start unattended remote control sessions and also how to share the screen with end users for assisting them. Basic functionalities like file transfer and text chat are covered.

COURSES FOR MSPS

PRE-SALES

In this fully comprehensive course you will learn about the features, the architecture, the infrastructure components and the security aspects of Miradore Management Suite. A walk-through of multiple real-world scenarios with different customer requirements will be covered. Upon completion of the course, you will be able to draft realistic solutions for your customers.

MSP SALES

In this fully comprehensive course, you will learn how to sell Miradore Management Suite as a part of your offering. You will be able to identify customer key challenges and learn how Miradore Management Suite can solve them. We will provide you with:

- Real-world case studies
- An overview of the competitive landscape
- Licensing model and pricing information
- Cost components
- Cost benefit analysis and ROI examples

CERTIFICATION PROGRAMS

You may certify yourself as MDCE or MDCO.

MDCE - MIRADORE CERTIFIED ENGINEER

Become a Miradore Certified Engineer (MDCE) upon completion of the following:

- Successful completion of the exam

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- Courses: “Miradore Implementation Planning and Setup” and “Planning and Setting up Hardware and Software Discovery and Inventory”

This certification is geared towards engineers responsible for planning, setting up, and deploying the Miradore Management Suite services whether you're working in an IT department or for an MSP.

MDCO - MIRADORE CERTIFIED OPERATOR

Become a Miradore Certified Operator (MDCO) after completion of the following:

- Successful completion of the exam
- Courses: “Basics of using Miradore Management Suite” and “Managing Hardware Assets”

This certification is geared towards operators working with Miradore Management Suite on a daily basis like service desk and desktop administrators.

MORE INFORMATION

For more information on courses and their pricing, please contact sales.

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