



Success

through Learning

Highly effective learning for
highly effective organizations

Learning and Leadership: Make the Connection

Today, continuous workforce education is imperative to advancing your business, achieving market leadership, and increasing competitive advantage. Simply put, learning is the only way to unlock your organization's full potential and fully realize your strategic goals in an ever-changing business environment.

The bottom-line power of learning

A key business tenet shared by the most successful and admired organizations in the world is a keen appreciation of the connection between learning and leadership—a steadfast belief that developing your workforce is synonymous with advancing your organization.

Never has this connection been as strong as today, when organizations must constantly redefine their strategies and goals as global customer requirements, competitors, technologies, market conditions, best practices, and industry standards evolve. In a world where organizations must reinvent themselves every day, learning is the difference between success and failure.

Leading global organizations appreciate and value the strategic importance of learning. They've experienced first-hand the direct and positive impact learning has on business performance and shareholder value by accelerating the success of core business initiatives. They understand that leadership is a moving target and that continual learning is the only way to stay ahead.



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The secret of business is to know something that nobody else knows.

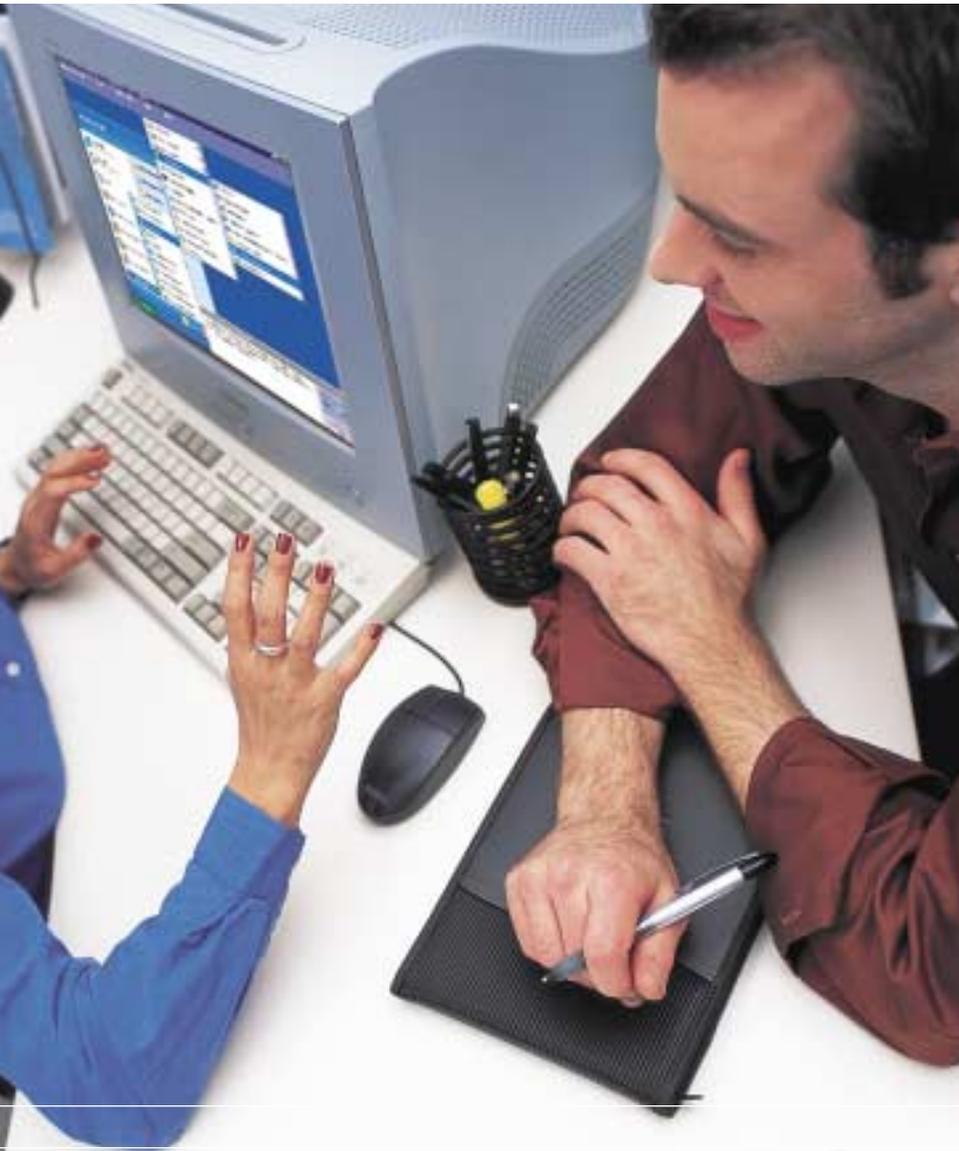
Aristotle Onassis

Transform your organization

To unlock the full potential of your business so it can grow, adapt, and win, every member of your organization needs easy access to targeted learning and professional development opportunities. Your employees need the personal freedom to learn how and when they learn best. And for learning to make a genuine difference, they need a rich learning experience that is directly applicable to your current strategies and objectives—whether that means entering new markets, increasing market share, implementing new technologies, compressing innovation cycles, improving customer satisfaction, or reducing time-to-market.

The opportunity learning presents is vast, exciting, and—in partnership with NETg—achievable. A progressive learning innovator and global leader for over 30 years, we offer the world's largest and most modern library of content and applied simulations, the most flexible delivery options, the most powerful learning platform, the most innovative tools and services, and the most experienced learning experts in the industry. Our sole purpose is to make your organization highly effective through highly effective learning.

Our structured, blended learning programs speed up the learning process, increase return on investment, and empower all levels of your organization to work smarter, faster, and more profitably. By enabling every one of your employees to rapidly learn exactly what they need to know to propel your business forward, NETg learning delivers more value and better bottom-line results than any other learning provider.



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We believe that, in order to stay competitive, our people must have the right skills. Ongoing education is the way to have the right skills. And NETg is the right partner to achieve success fast. The results we have seen in terms of increased workforce productivity and customer satisfaction can be attributed to our partnership with NETg.

Lori Bober
Experian

A Proven, Trusted Learning Partner

Choosing a learning partner is a strategic decision. To get the best results, you need to be sure you are working with the learning provider that has the best solution, the best track record, and the best credentials.

The Thomson Corporation

NETg, part of The Thomson Corporation, is the world's leading provider of continuing corporate education and training. We help businesses, institutions, and individuals turn learning into competitive advantage.

As part of Thomson—a global leader in integrated information solutions that employs over 44,000 people and serves over 20 million learners each year—we have an unprecedented collection of world-class resources at our disposal that guarantees delivery of the highest impact global learning to your organization.

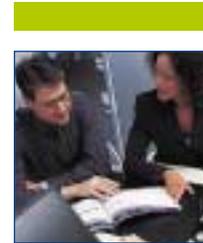
As a stable, reliable, and innovative learning partner that prides itself on bringing the highest degree of integrity to every business interaction, NETg is a business you can confidently build a long-term relationship with today and tomorrow.

Over 30 years of experienced success

For more than three decades, thousands of leading organizations and institutions spanning virtually every industry have relied on NETg to create tailored learning programs that keep them out in front.

Throughout its long history, NETg has remained singularly focused on effective, lifelong adult learning and technology-delivered training, including pioneering many innovations such as learning objects that the industry at large now embraces as standard.

Years of experience have taught us what it takes to create a successful program, and it is our proven track record that keeps our highly satisfied customers coming back to us again and again to transform their organizations through the power of learning.



NETg Customers

- Accenture
- ADP
- AOL Time Warner
- AT&T
- Barclays
- Boeing
- British Airways
- Cap Gemini Ernst & Young
- Chevron
- Coca-Cola
- Credit Suisse First Boston
- DaimlerChrysler
- Dow Chemical
- EDS
- Experian
- Fidelity Investments
- Ford Motor Company
- Fujitsu
- General Motors
- Hewlett-Packard
- Honeywell
- IBM
- Intel
- KPMG
- Lockheed Martin
- Lucent Technologies
- Microsoft
- Motorola
- Nabisco
- Neiman Marcus
- Nestlé
- Northwest Airlines
- Oracle
- Pfizer
- Proctor & Gamble
- Rockwell Collins
- Shell
- Siemens
- Target
- U.S. Air Force
- U.S. Department of Health & Human Services
- U.S. Department of Transportation
- U.S. Federal Reserve
- U.S. Navy
- Verizon

Our portfolio of state-of-the-art learning products is unrivaled in quality and reach, spanning information technology (IT), desktop, and professional skills development which enables us to address the learning needs of every individual at every level of your organization.

Equally important, we offer unprecedented flexibility to provide the same high quality learning in whatever form suits your people best, including classroom-based materials, e-Learning, e-Books, books, mentoring services, certification boot camps, and more. Innovative tools and technology make it easy to blend and customize our content by individual and market to optimize learning effectiveness for your business.

Customer-focused

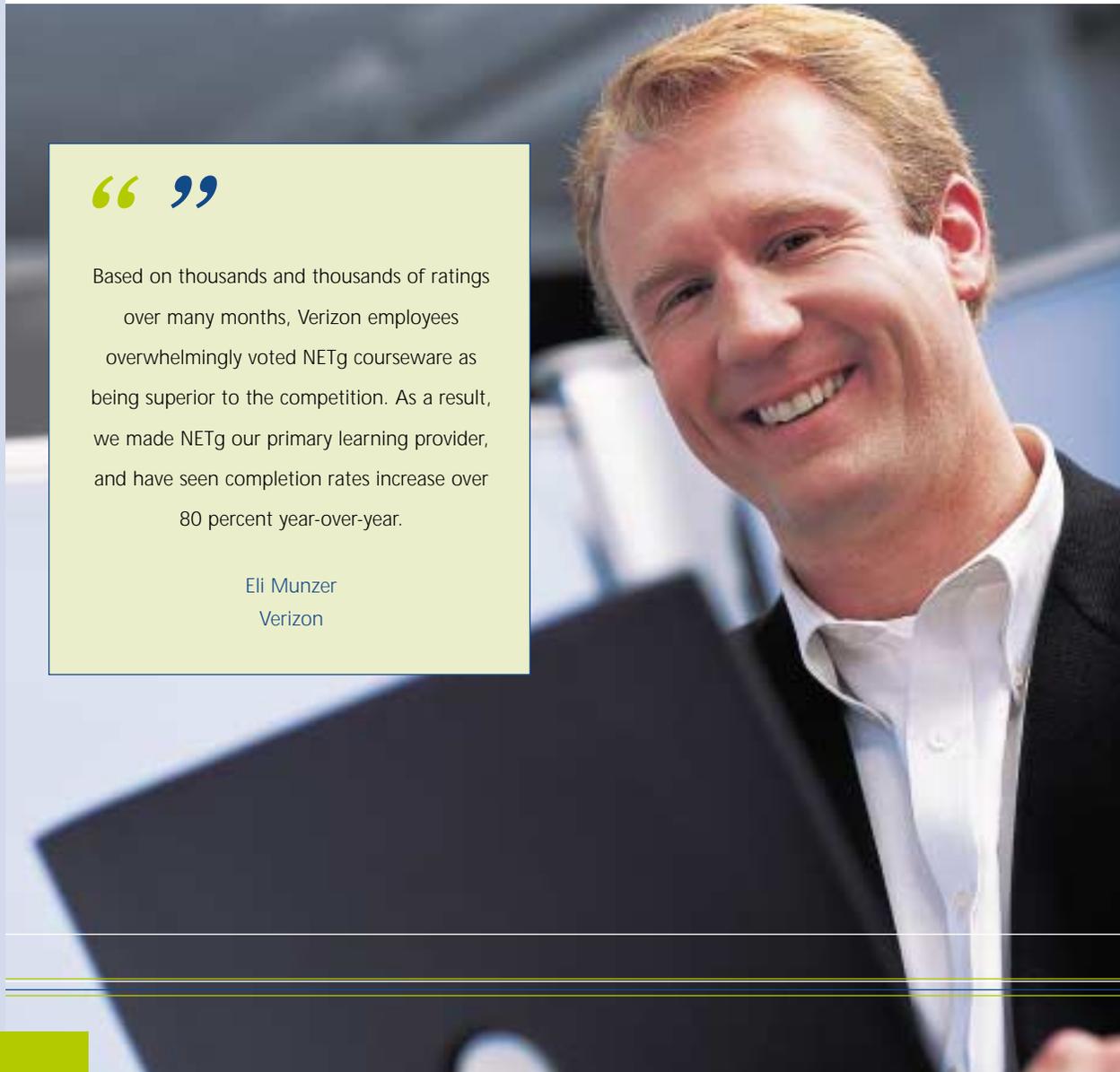
Using a consultative approach, NETg's committed learning experts work side-by-side with you to intelligently align your organization's learning strategy with your organizational goals—as well as the personal goals, preferences, and learning styles of your people.

We become your learning partner, delivering complete, integrated learning solutions tailored specifically to help your organization sustain long-term growth and competitive advantage. The result: a highly skilled workforce that is primed to lead your company to success.

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Based on thousands and thousands of ratings over many months, Verizon employees overwhelmingly voted NETg courseware as being superior to the competition. As a result, we made NETg our primary learning provider, and have seen completion rates increase over 80 percent year-over-year.

Eli Munzer
Verizon



A Superior Learning Experience

Drawing from an unprecedented assortment of learning assets, we provide complete, coordinated, and highly tailored learning programs that respect the individual learning styles of your personnel—an approach that is proven to be the most effective available.

Flexible, blended learning

Each learner in your organization is unique in what they need to learn as well as the way they learn. NETg is uniquely qualified to accommodate this full spectrum of needs because we offer the largest library of content in the world and deliver it in the broadest range of formats. Our offerings also include access to subject matter experts and mentors who guide the learning process, driving increased usage and return on investment.

Our customers report that this unparalleled breadth and depth has resulted in employees proactively taking the initiative in increasing their skills and knowledge because they are free to direct their own learning experience in today's performance-focused environment.

The value of NETg's blended learning approach is validated by the landmark "Thomson Job Impact Study: The Next Generation of Learning" (Thomson 2002). The study revealed that organizations that engage in a structured blended learning program will generate a 30 percent increase in accuracy of performance and a 41 percent increase in speed of performance over single-delivery options.

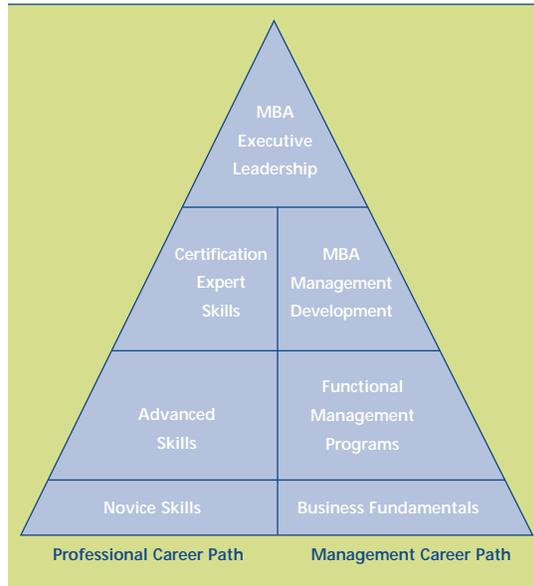
Learning for all levels

Unlike other learning providers, NETg provides training for *everyone* within an organization. Individual contributors can enhance their IT, desktop, and interpersonal skills. Supervisors and managers can improve their management, team building, and communication skills. Professionals can earn industry certifications. Senior executives can hone their leadership skills and earn an MBA degree.

Being able to provide development opportunities at all levels of the organization accelerates momentum toward your desired business outcomes—and NETg is the only vendor who can orchestrate learning in this important way.



Learning Tracks for Everyone in Your Organization



Learning by doing

At NETg, we believe the best way to affect true knowledge and skills transfer is to engage learners in realistic situations. As such, our offerings emphasize highly interactive real-world scenarios that are immediately relevant to your business.

At the individual learner level, simulations present numerous opportunities to make role-specific business decisions and experience the consequences of those decisions in a safe, yet realistic environment. The fact that we have the largest library of applied business simulations in the world illustrates our deep commitment to learning by doing.

Global coverage, localized solutions

Whatever your organization's learning needs, NETg has the capacity to satisfy them on a global basis. We are capable of delivering multilingual learning in any time zone—providing truly localized content within each market. In addition, our modular learning structure enables effective delivery to a wide range of countries, especially where bandwidth is a challenge.

As a global learning leader with 65 offices around the world, we pride ourselves on our ability to act and support our customers locally, guaranteeing that employees in every region of the world have access to the same high quality learning and level of service.

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With NETg's blended offering, now organizations can rely on one solutions partner to deliver a complete, truly blended offering that delivers measurable improvement in job performance and competitive advantage.

Cushing Anderson
IDC



A Vast Portfolio of Learning Assets

NETg has the world's largest library of customizable, interoperable learning content, covering everything from IT to desktop skills to professional development—and we are continually expanding our portfolio to address the latest advances and demands.

Best-of-breed, cutting-edge content

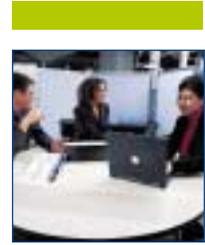
No vendor addresses the breadth of learning topics that NETg does, giving you a single-source provider for all your educational needs. All of our content reflects world-class instructional design and development practices, the leading adult learning theories, and the most advanced technology.

For example, while most companies provide access to learners with disabilities through the use of specialized, add-on solutions or devices, we embed NETg's innovative assistive technology directly into our courseware—an industry first. This progressive approach goes beyond meeting the technical requirements of Section 508 of the 1998 U.S. Rehabilitation Act to providing true accessibility to high quality learning for disabled individuals.

NETg IT and Desktop

From desktop productivity applications to behind-the-scene operating systems, databases, and programming languages, IT is a fundamental driver of operational efficiency and competitive advantage.

Our extensive portfolio of IT and desktop e-Learning courses covers everything from Microsoft Exchange Server to Linux, C++, Lotus Notes, Microsoft Office, SAP, and more. IT and desktop content is developed and validated in close partnership with industry leaders such as Microsoft, Oracle, Novell, and CompTIA, assuring the highest quality content on the latest advances.



NETg Business and Professional Development

NETg's comprehensive Business and Professional Development portfolio gives your workforce—frontline employees, project managers, team leaders, mid- and entry-level managers, and others—precisely the skills they need to adapt to new demands and shifting responsibilities.

With hundreds of simulation-rich courses, NETg addresses all the professional development needs of everyone in your organization. Topics range from broad skill sets such as leadership development, team building, and negotiating to job-specific proficiencies such as customer service, business law, and project management.

NETg Books and e-Books

NETg's large library of instructor-led training (ILT) manuals, books, and e-Books provides your classroom-based trainers with top-quality, easy-to-follow course manuals in both instructor and student editions, as well as innovative resources to guide the learning process so people can quickly apply skills on the job.



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Education is not the filling of a pail, but the lighting of a fire.

William Butler Yeats

Drawing from hundreds of IT, desktop, Internet, and professional development titles, learners can securely access, annotate, search, share, and personalize copyrighted content online. You can also use our modern ILT customization engine to build your own custom training manuals, configuring thousands of units of NETg content in whatever way you choose.

NETg Cardean executive education

To successfully lead your organization, busy executives must stay abreast of the latest and best business practices. NETg Cardean online executive education makes it easy with an accredited MBA degree program and more. Courses are developed in close collaboration with esteemed universities including Columbia Business School, Stanford University, the University of Chicago Graduate School of Business, Carnegie Mellon, and the London School of Economics and Political Science.

Dedicated to lifelong learning, NETg enrolls hundreds of its own managers in the Cardean e-MBA program every year, and over 85 percent of those with previous graduate-level experience rate it comparable in quality to traditional programs.

NETg Wave IT Certifications

With NETg Wave IT Certification Boot Camps, your IT professionals can quickly update their skills and earn professional certification on dozens of topics, putting you on the fast track to success. Wave Boot Camp programs free students to develop skills through a combination of pre-class self-study programs, proactive mentoring, hands-on classroom training, and interactive exam testing.

This flexible, time-tested approach enables IT professionals to earn certification in less than a third of the time of conventional training approaches, and features an average first-time certification pass rate of 94 percent.



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With a global workforce that differs greatly in culture and ways of working, providing consistent and successful training is a continuous challenge. NETg presents the perfect solution by providing our staff with a fantastic range of courses, and more importantly—access whenever they choose.

Elaine Wilson
British Airways

Personalized Learning Solutions

Thanks to NETg's robust and extremely flexible learning platform, your organization can easily pull content from a variety of sources; shape it into tailored, personalized programs; and deploy it to your organization any way you choose.

Modular learning platform

NETg has an unrivaled learning object architecture called NETg Learning Object (NLO) that maximizes learning flexibility, efficiency, and productivity. Learning objects are small chunks of learning—typically 5 to 30 minutes in length—that can be easily delivered over the Internet. Every object is a self-contained learning experience, including a learning objective, activity, and assessment.

NETg's library of more than 80,000 learning objects enables your staff to access as much or as little learning as they need, easily fit training into their work schedules, and access learning the instant they encounter a new on-the-job challenge.

Adding yet another layer of flexibility, NETg's Custom Tool allows the development of targeted courses by enabling you to mix and match our learning objects, add your own content, and customize learning interfaces to match your corporate look-and-feel.

Proven learning tools

Because every organization and individual is unique, NETg makes it easy to tailor learning programs to your exact needs. Recognizing that each student comes to the learning experience with different skill levels, our unique architecture enables learners to assess their knowledge prior to taking a NETg course and then be guided to only those learning objects that teach skills they have not previously mastered.

Another innovative tool, NETg Skills Mapping rapidly and accurately maps learning to required competencies, reducing training administration time by up to 90 percent. Targeting learning in this way guarantees maximum impact.

To help your staff pinpoint the right learning quickly, NETg's Performance Support tool provides an intuitive, natural language search engine that enables learners to type in a question and immediately retrieve a short, relevant learning activity. They get instant access to precisely—and only—the information they need.

NETg Awards

- Best Online Corporate Training Provider—CODIE Award
- Top 10 Training Products of the Year—Human Resource Executive Magazine (USA)
- Brandon Hall of Fame Awards
- Excellence Through People Award
- Fastest Growing e-Learning Company—IDC
- IT Training Company of the Year—Computing magazine (UK)
- IT Training Company of the Year—Institute of IT Training
- Online Course of the Year—Institute of IT Training
- Quality Management System—I.S. EN ISO 9001:2000
- Best Online Corporate Training Content Provider—Software and Information Industry Association
- Best of the Web, Corporate Training—Forbes
- Excellence in e-Learning Awards for Innovative Technology—brandon-hall.com



Multiple deployment options

Just as NETg offers maximum flexibility when it comes to our content, we offer numerous options for securely deploying that content to your organization. Our courses can be hosted on your internal servers, our servers, or a combination of both. You can deliver content on CD-ROM, over your local area network, over the Web, or by remote download.

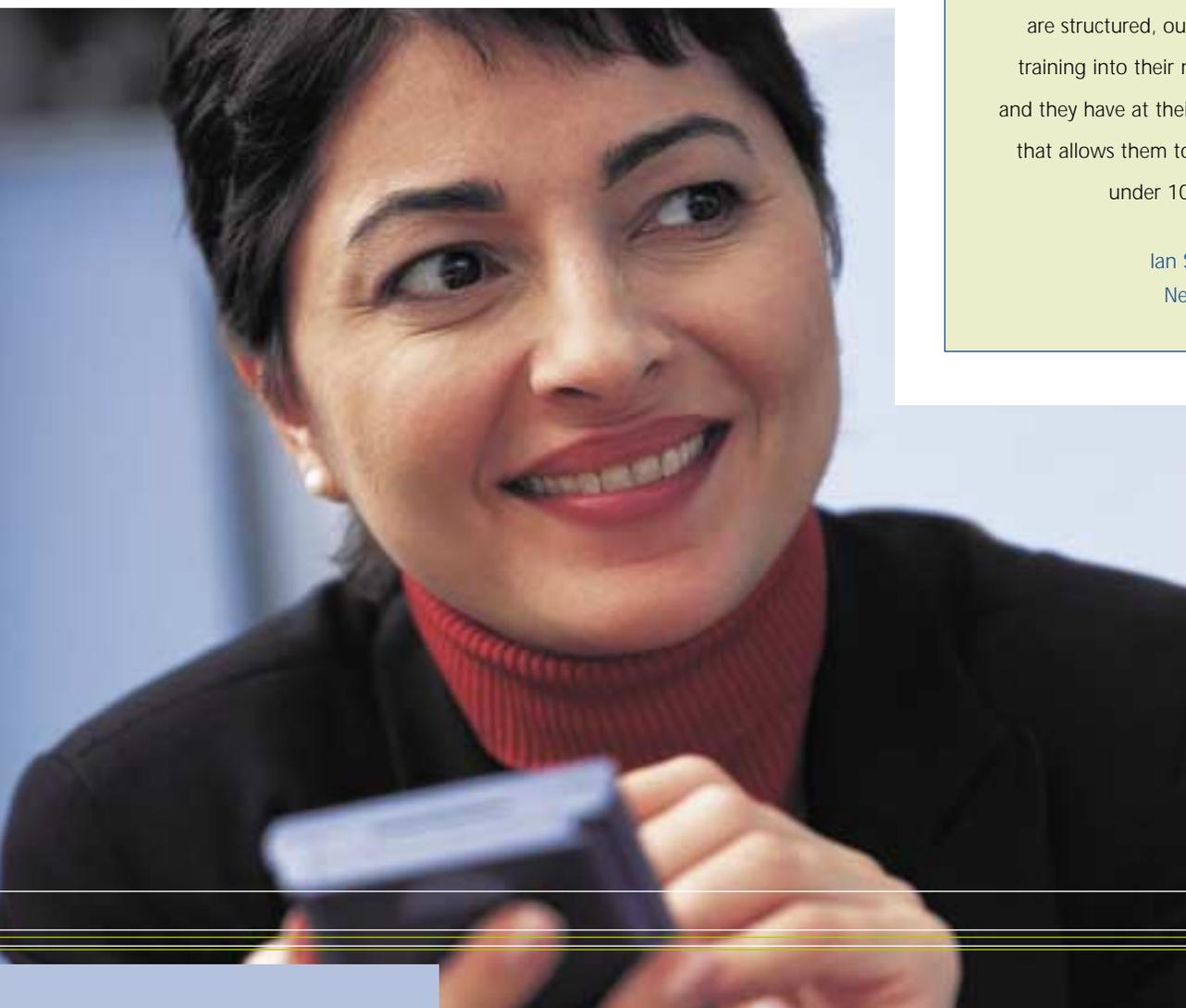
For rapid deployment requiring a minimum of resources, many of our customers prefer to have us host and support their learning programs and management services. NETg's Hosted Learning enables your organization to access all of our e-Learning content—content that is enhanced with valuable services such as online mentoring and virtual classrooms—via a simple Internet connection.

Our Hosted Learning, which reliably supports hundreds of thousands of global users every day, blends traditional classroom learning with online learning, providing rich human interaction and instruction in a virtual environment.

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Because of the way NETg's courses are structured, our staff can easily fit training into their normal working day, and they have at their fingertips a resource that allows them to learn a new skill in under 10 minutes.

Ian Shaw
Nestlé



Maximize Your Investment in Learning

Dedication to industry standards and interoperability

Highly interoperable content and technologies are important to us at NETg. We understand that by building our products in compliance with a broad range of industry standards, we give your organization access to the most flexible and reliable learning solution available.



We work with all the leading LMS providers to ensure that any LMS you choose will work flawlessly with our personalization and customization technologies, will seamlessly host any NETg content, and will ensure the smooth flow of information via our powerful hosted learning service.

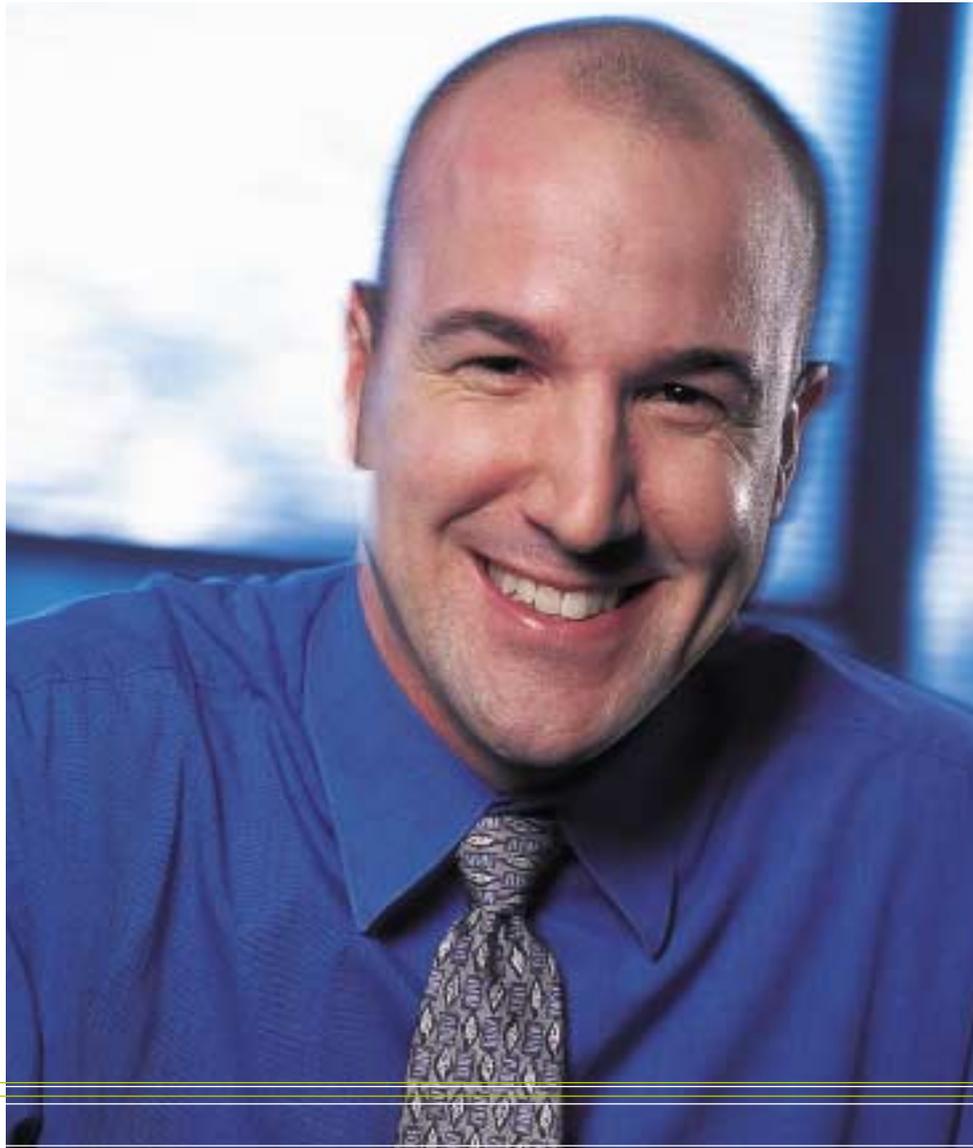
Our dedication to your success is second to none. From expert consulting and around-the-clock support to full interoperability, innovation, and strong industry partnerships, we do whatever it takes to ensure the greatest return on your investment.

Comprehensive services and support

Not only does NETg provide the best learning products and tools in the industry, but our dedicated service and support experts work closely with you to ensure the most effective application and the most efficient implementation of those products in light of your specific performance objectives.

Calling on industry-proven best practices, our seasoned consultants can assist with needs analysis, strategy assessment, implementation planning, systems integration, project management design, and much more. We can also assist with the promotion and marketing of your learning programs to optimize usage and impact.

In addition, our product support team is available 24x7 to support your learning programs, including troubleshooting technical issues, assisting with course navigation, and resolving content issues. When you partner with NETg, you are never on your own.



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Learning and innovation
go hand in hand.

William Pollard

Our ongoing commitment to achieving interoperability includes partnering with global leaders and proactively seeking out standards bodies and organizations that help make our solutions stronger and your learning programs more effective. An innovator in the standards arena for nearly a decade, NETg serves on the advisory committees of every standards organization, including ADL, AICC, and SCORM.

We are also a Founding Member of the Customized Learning Experience Online (CLEO) Lab, a consortium of content vendors that work together to bring engaging interoperable solutions into organizations such as the ADL, IMS, and IEEE LTSC.

World-acclaimed R&D and innovation

A testament to NETg's commitment to consistent quality, innovation, and time-to-market, we invest heavily in research and development that validates the effectiveness of our solutions and sets standards for the instructional field at large.

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Global training programs of consistently high quality had been almost impossible to implement before NETg e-Learning. Knowing that 81,000 Shell people now have easy access to this method of development is fantastic.

Paul Ratcliffe
Shell People Services

The focal point of these efforts, the internationally renowned NETg Global Development and Innovation Center in Limerick, Ireland, is continually developing cutting-edge learning innovations such as virtual classrooms and PDA-based mobile learning solutions—innovations that maximize learning impact. In addition to sponsoring its own research, the Center also encourages colleagues at institutions of higher learning to conduct new research into learning effectiveness and the value of quality training.

NETg customers are encouraged to visit the Center to gain insight into how NETg creates its award-winning products and to preview future innovations. Such visits provide invaluable feedback on how we can enhance and evolve our offerings to deliver even greater value in the future.

World-leading partners

With NETg as your long-term learning partner, you can be confident that the skills you are providing to your workforce are the best and most up-to-date available, so your organization can effectively compete and win on a global scale.

We assure the best quality and results by partnering with world leaders in technology and business such as Microsoft, IBM, Oracle, Novell, and SAP. We also partner with vendor-neutral certification organizations such as CompTIA, ProSoft, and the ECDL Foundation. And we partner with leading academic institutions such as Utah State University, University of Limerick - Ireland, and Anoka-Ramsey Community College not only to help us develop our learning content, but also to help us test its effectiveness.

Transform Learning into Leadership with NETg

No organization can afford to underestimate the strategic impact of learning. A highly skilled workforce is as crucial to achieving competitive advantage as innovative product development, shrewd marketing, and strong customer relationships.

Achieve success through learning

At NETg, we believe the success of your organization is directly dependent on the strength of the people who comprise it. As such, our mission is to help you harness the power of learning to advance your business, whether that means capturing more revenue by targeting new markets; raising productivity by leveraging new technologies, applications, and best practices; or reducing time-to-market by compressing product life cycles. Why choose NETg?

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Leadership and learning are indispensable to each other.

John F. Kennedy

- We deliver complete, integrated learning solutions tailored specifically to the mission-critical needs and objectives of your organization.
- We have over 30 years of experienced success delivering learning that gets measurable, bottom-line results.
- We have the world's largest, most comprehensive, and most customizable library of content, covering virtually every learning discipline and every level of your organization.
- We have the world's largest collection of applied business simulations so your people can learn by doing.
- We provide the same award-winning content in multiple forms so your people can learn how they learn best.
- Our solutions are easily personalized for any individual in your organization, and can be efficiently delivered anywhere in the world at any time.
- We are dedicated to constant innovation, industry standards, full interoperability, ease-of-use, and exceptional reliability.
- Our expert learning consultants are deeply committed to partnering with you to help you improve how you do business.
- Our distinct brand of learning is proven to deliver the best results.



NETg At-a-Glance

- Founded in 1968
- A Thomson Corporation (NYSE, TSX:TOC) business
- Headquartered in Naperville, Illinois
- 65 global offices
- 1,000+ employees
- Hundreds of Global 2000 customers
- Over 80,000 NETg Learning Objects
- Extensive IT and desktop e-Learning courses
- Vast portfolio of business and professional development courses
- Hundreds of books and e-Books covering a broad range of subjects
- Customizable instructor and student manuals for in-house training
- Accelerated IT boot camp programs on more than 50 topics
- Accredited online MBA degree program
- Learning available in 13 languages: English, German, French, Spanish, Dutch, Italian, Portuguese, Hungarian, Korean, Japanese, Turkish, Polish, Chinese, and more.

The leading organizations of the future will be those that regard learning as a strategic imperative, that appreciate the indisputable connection between learning and leadership. Will you be among them?

To find out how you can work with NETg to achieve your business goals, visit www.netg.com.

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With NETg, we are able to create targeted and relevant courses. This means employees learn what they really need to in a shorter period of time. It is an incredibly flexible solution that will help us to develop a more productive and knowledgeable workforce.

Credit Suisse First Boston



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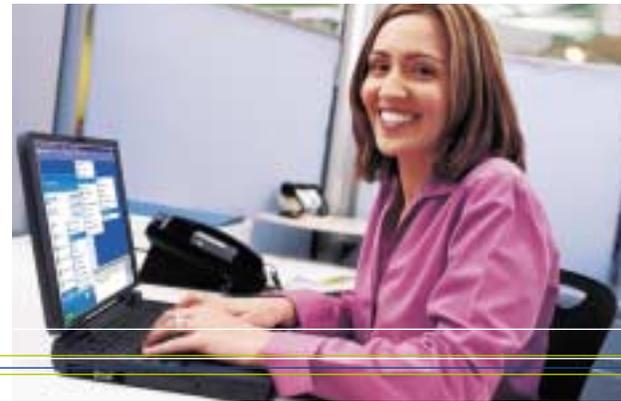
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Knowledge is power.

Sir Francis Bacon



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