

Expert Workshop

Service

EXPERT KNOWLEDGE – PRACTICAL, UP-TO-DATE AND TEAM-ORIENTED

Each year, this workshop covers the latest and most important service topics. The focus is on hands-on group exercises, realistic scenarios, complex configurations, troubleshooting and an intensive exchange of experience. The workshop thrives on active participation: questions, real-world cases, and participants' experience are expressly encouraged and incorporated into the exercises.

TARGET AUDIENCE

Service technicians and support staff who want to deepen their understanding of technical concepts and handle service cases more effectively.

PREREQUISITES

Prior participation in the Trainee Workshop or advanced knowledge of DESIGNA systems is required.

PROGRAM

The workshop is intentionally not structured as a rigid daily agenda. Short technical presentations alternate with hands-on exercises, group work, and joint evaluations. Participants work on scenarios ranging from setting up a new DESIGNA system, through commissioning and configuration, to complex problems, error analyses and solutions. Questions, real-world cases, and current challenges faced by participants are expressly welcome and will be actively incorporated into the training.

DESIGNA eCademy

A worksheet for the workshop is available in the DESIGNA eCademy. The relevant documentation, technical instructions and corresponding solution approaches are also available in the eCademy. It serves as the central learning and reference platform for the workshop.

FOCUS AREAS

- Hands-on instead of lecture-style training
- Group work with real-world tasks
- Current topics and innovations of the year
- Complex configurations and problem-solving
- Opportunities for questions and sharing experience

OVERVIEW

- **Duration:**
3 days
- **Location:**
DESIGNA Verkehrsleittechnik GmbH,
Fichtenhain 13 B, 47907 Krefeld
- **Accommodations:**
DESIGNA can provide hotel recommendations. Participants are responsible for making their own reservations and arrangements.
- **Meals:**
Refreshments during the training; lunch break to be arranged as needed.
- **Cost:**
Price and ID number as per the current training schedule / quote.
- **Registration:**
By email to TechnicalTraining@designa.com