



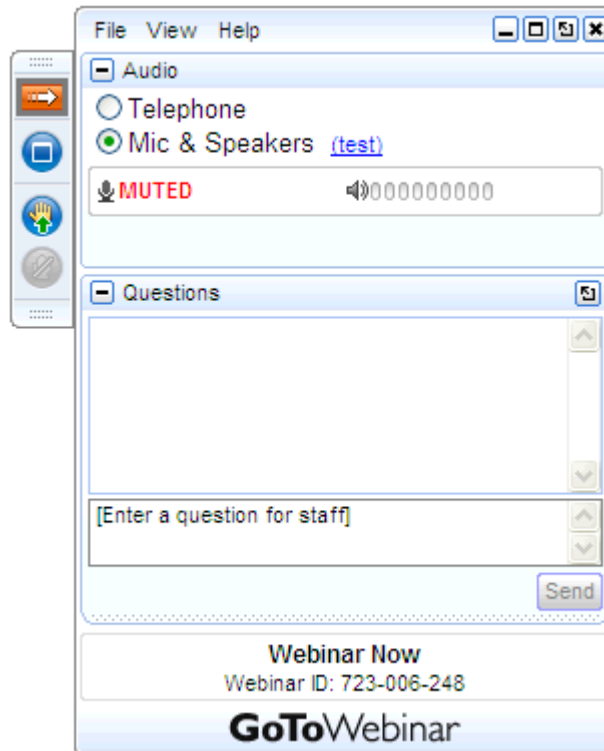
SENTURUS

INFORMATION DASHBOARD SCIENCE & DESIGN

John Peterson, Co-Founder and CEO



GoToWebinar Control Panel



Submit questions here

Click arrow to restore full control panel



Presentation Slide Deck on www.senturus.com



SENTURUS HOME SERVICES EXPERIENCE TRAINING EVENTS **RESOURCES** ABOUT US CONTACT

RESOURCES

This is a comprehensive library of our past webinars, demonstrations, white papers, presentations and helpful hints easily sorted by the topics to the right. All of them are free. We constantly add new materials, so please check back often to see our latest content.

SEARCH RESOURCES **GO**

SORT BY **Popularity** Date Title Type

RESOURCE TITLE	TYPE	GO

LEGENDS

FEATURED **NEW**

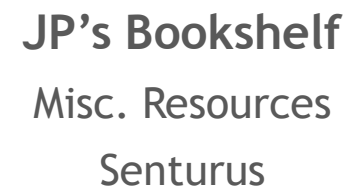
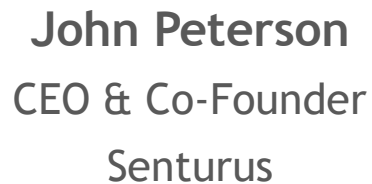
TOPICS

- ☐ ACORN (1)
- ☐ ANAPLAN (1)
- ☒ BUSINESS VALUE TOPICS (17)
- ☒ IBM COGNOS (59)
- ☐ INNOTAS (1)

Agenda

- Introduction
- Why Dashboards
- Challenges, Opportunities & Human factors
- What is a Dashboard Really
- 13 Tips & Recommendations
- Special Offers
- Additional Resources
- Q&A

5





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SENTURUS INTRODUCTION

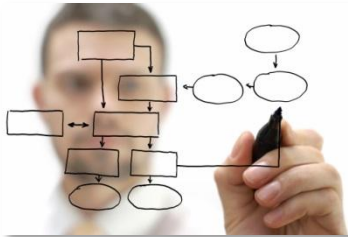
WHO WE ARE

Senturus: Business Architects for Business Analytics

Technology Depth

+

Business Acumen



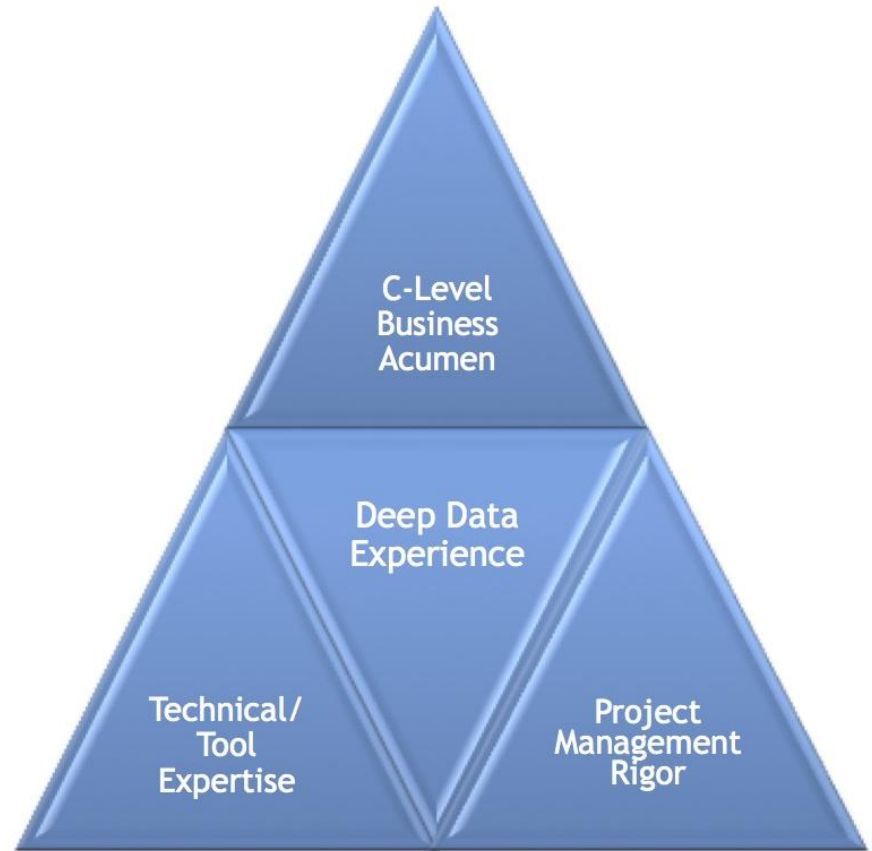
Business Intelligence



Enterprise Planning



Predictive Analytics



**Platform independent*

A Few of Our Team Members (former roles)

Deep & Pragmatic Experience

- Former Head of BI/ Lead Architect - VISA
- Former Enterprise Architect - Boeing
- Former Financial Systems BI Architect/Manager - Kaiser Permanente
- Former Head of BI - Dole
- Former Chief BI Architect - Cisco
- Former BI Architect - Jamba Juice
- Former Lead BI Architect - Central Garden and Pet
- Former Head of BI - Experian
- Former Head of BI - Robert Half International
- Former Head of Training (IBM Cognos, Southern California)
- Former Controller - The GAP
- Two former CFO's
- Several former Vice Presidents of Marketing
- Several former COO's
- Several former CIO's
- Former Partner - PWC (\$50million+ projects)
- *Average experience = over 20 years*

900+ Clients, 1700+ Projects, 15 Years



SEPHORA



KELLY-MOORE
PAINTS™



Fb FREMONT BANK



NETGEAR®
Connect with Innovation™



CRC
HEALTH GROUP

Genentech
A Member of the Roche Group



National
Semiconductor



lisi AEROSPACE

MEYER®



BIO-RAD

TriNet
Ambitions realized™



KORBEL®
CALIFORNIA CHAMPAGNE



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PREFACE: COMMON QUESTIONS

HOT TOPICS

Most Common Questions

1. We want to implement **Self-Service BI**, how...?
2. We need to develop a **Dashboard**, what should...?
3. Do we really need a **Data Warehouse**?
4. What's the **Right tool** for the job?



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POLL: YOUR PERSPECTIVE

DO YOU PROVIDE DASHBOARDS TO FOLKS?

DO YOU USE A DASHBOARD YOURSELF?



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RESOURCES

IN ADVANCE

A Few Resources to Start Things Off

- Edward Tufte
- Stephen Few (Perceptual Edge)
- Nathan Yau (Flowing Data)
- Andy Kirk (Visualisingdata.com)
- New York Times Infographics
 - <http://www.nytimes.com/interactive/2014/12/29/us/year-in-interactive-storytelling.html>
- Kaplan & Norton (Balanced Scorecard)



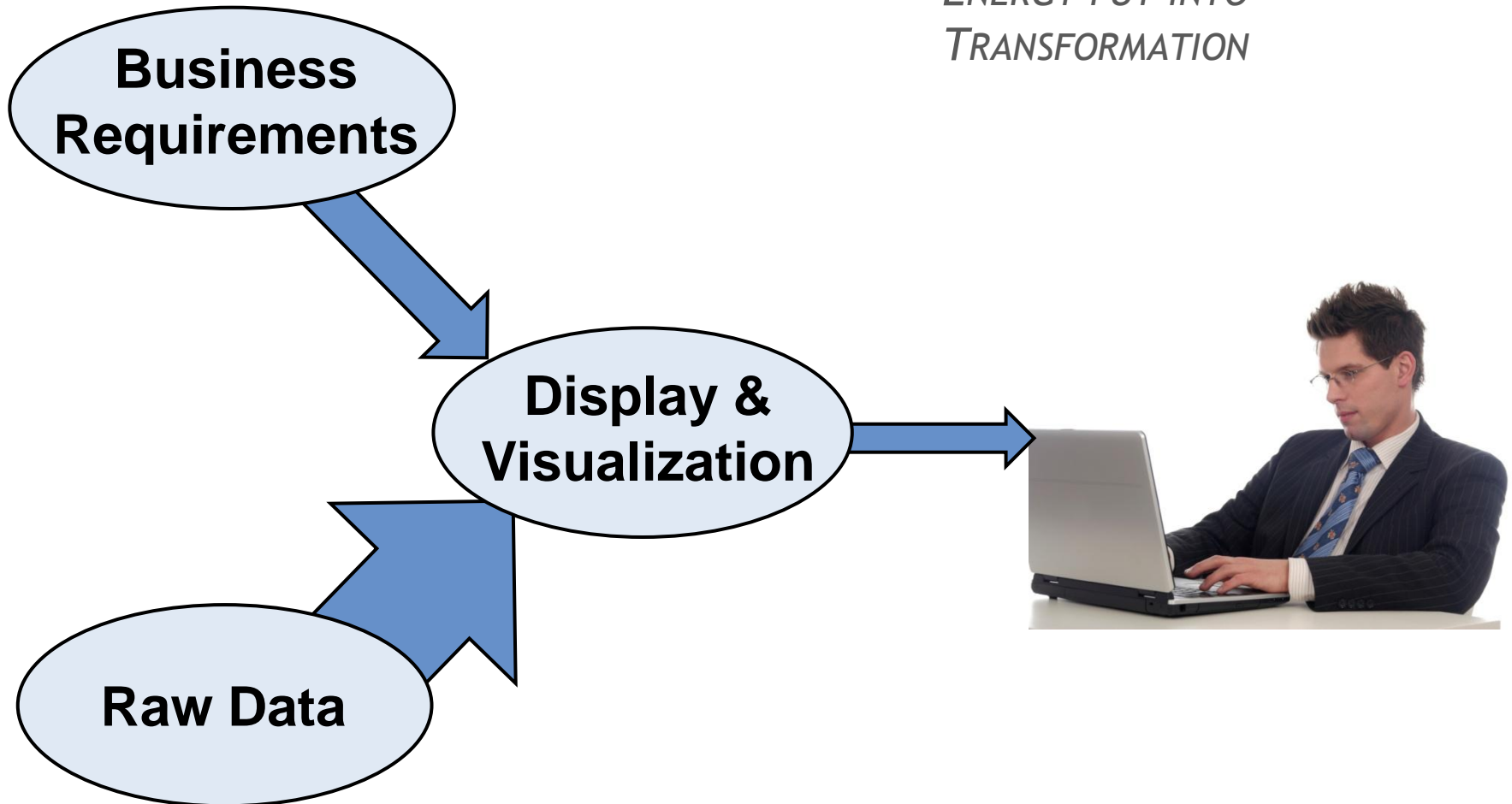
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THE PROBLEM

CHALLENGES, OPPORTUNITIES
& HUMAN FACTORS

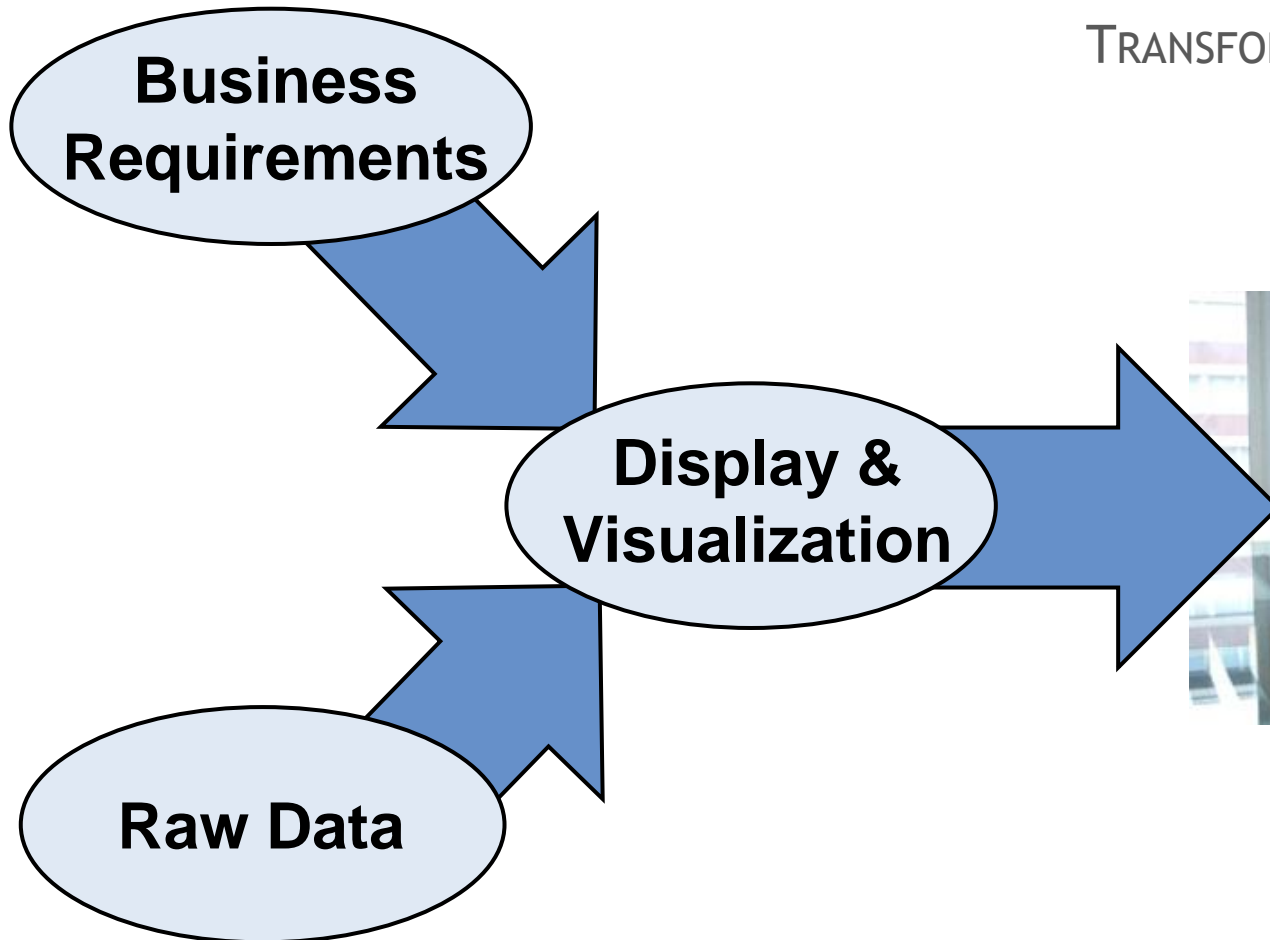
Today's Recipe for Decision Making Support

WIDTH = RELATIVE TIME AND
ENERGY PUT INTO
TRANSFORMATION



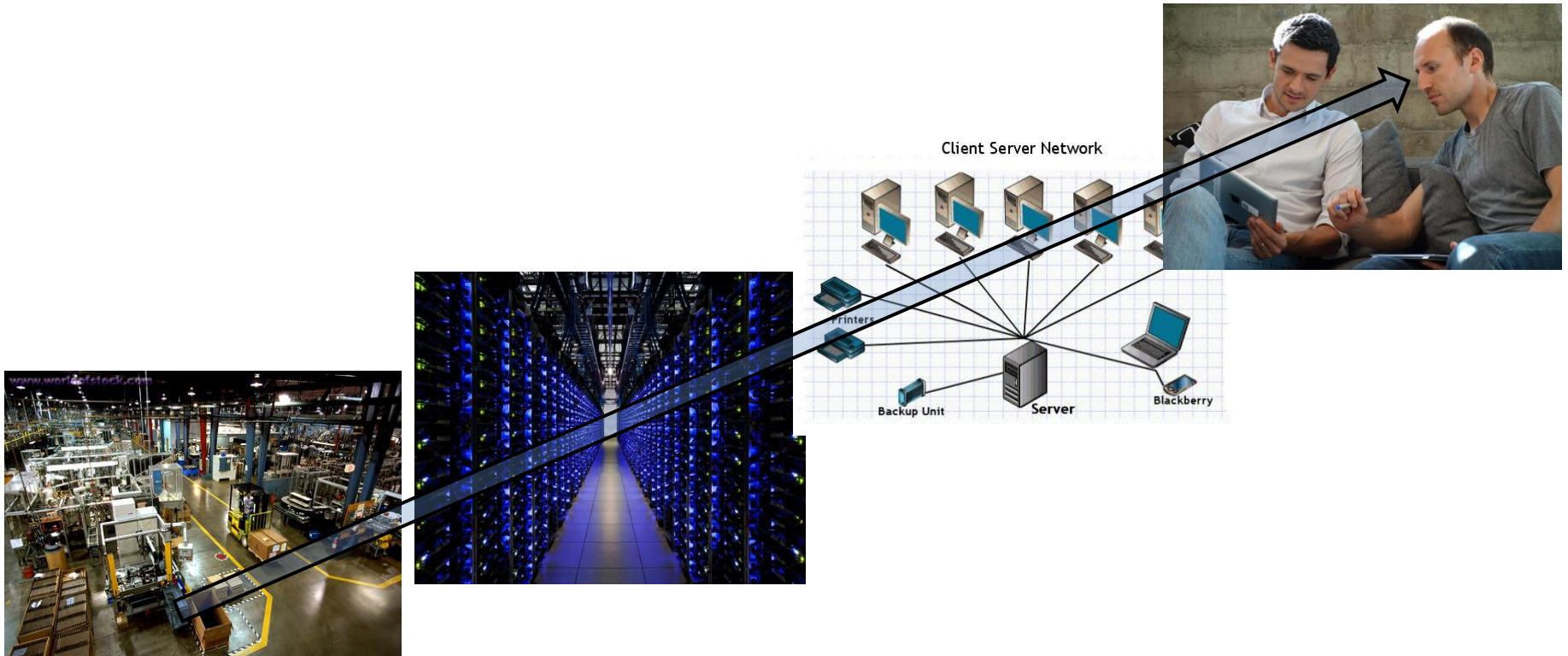
Recipe for Better Decision Making

WIDTH = RELATIVE TIME AND
ENERGY PUT INTO
TRANSFORMATION



Consider This

- In the journey of the data from the sources to the information “consumer/user,” how much time & energy have you really focused on the **final 24 inches**?



The Vision Thing



- When our eyes are open, our vision accounts for **two-thirds of the electrical activity of the brain** — a full 2 billion of the 3 billion firings per second, *and*
- **50% of our neural tissue** is directly or indirectly related to vision
 - *(Source: Neuroanatomist R.S. Fixot, 1957)*
- More of our neurons are dedicated to vision than the **other four senses combined**, *and*
- olfactory cortex is losing ground to the visual cortex - about **60 percent of our smell-related genes have been permanently damaged in this neural arbitrage**
 - *(Source: John Medina, Brain Rules, 2015)*

Example 1: Preattentive Processing

- The unconscious accumulation of information from the environment
- Prior to conscious perception
- ...Yet very powerful

```
24813481187116715541388198443771347915641531845305848641
23475789411484122238814691613548048407890877078678751211
86584234044377134791564153184530584864123475789411484122
23881469161354804840789087707867875121186584234018874276

24813481187116715541388198443771347915641531845305848641
23475789411484122238814691613548048407890877078678751211
86584234044377134791564153184530584864123475789411484122
23881469161354804840789087707867875121186584234018874276
```

Example:

<https://www.youtube.com/watch?v=oWrD2r5bCtw>

Example 1: Preattentive Processing (cont.)

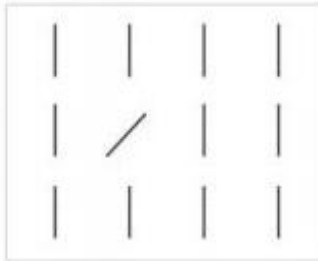
Example:

<https://www.youtube.com/watch?v=DWqTbJvR2Bg>

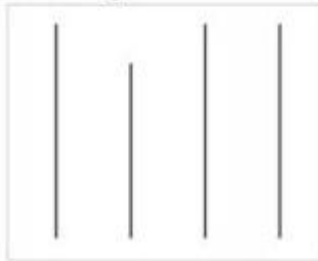
Example 1: Preattentive Attributes

Form

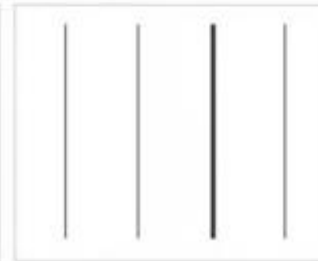
Orientation



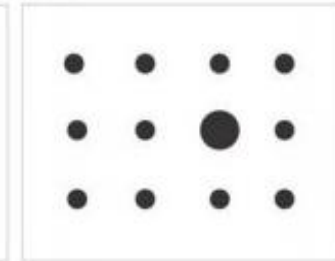
Line Length



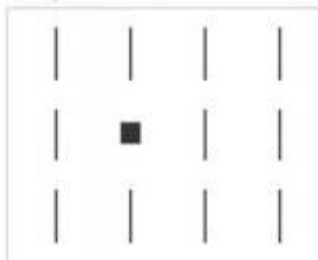
Line Width



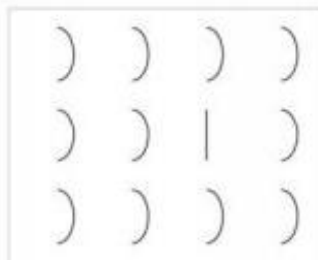
Size



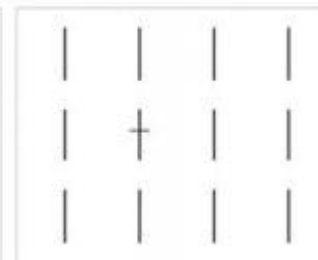
Shape



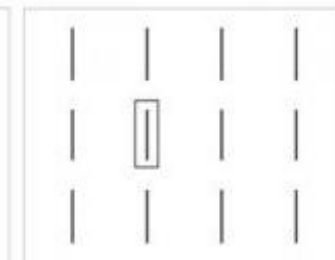
Curvature



Added Marks

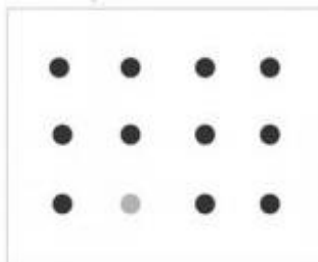


Enclosure

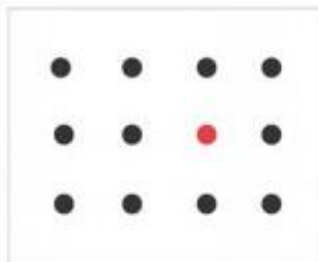


Color

Intensity



Hue



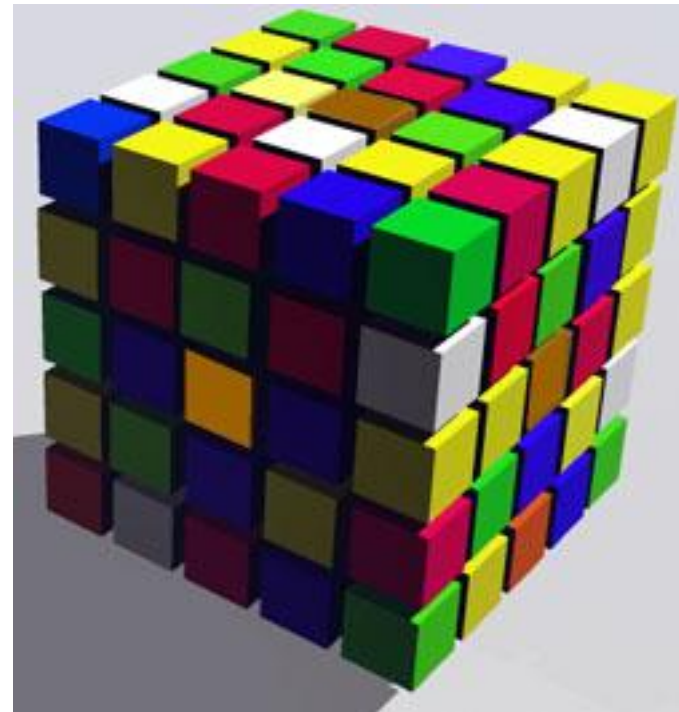
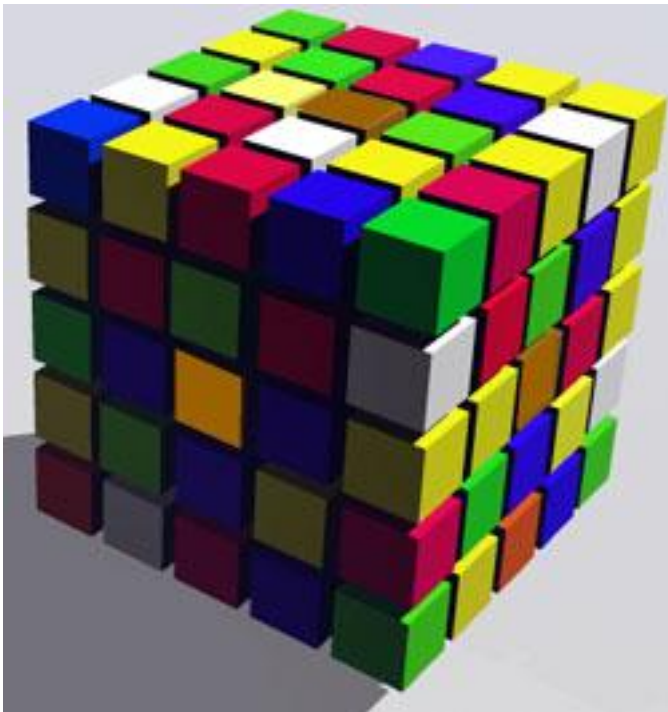
Spatial Position

2-D Position



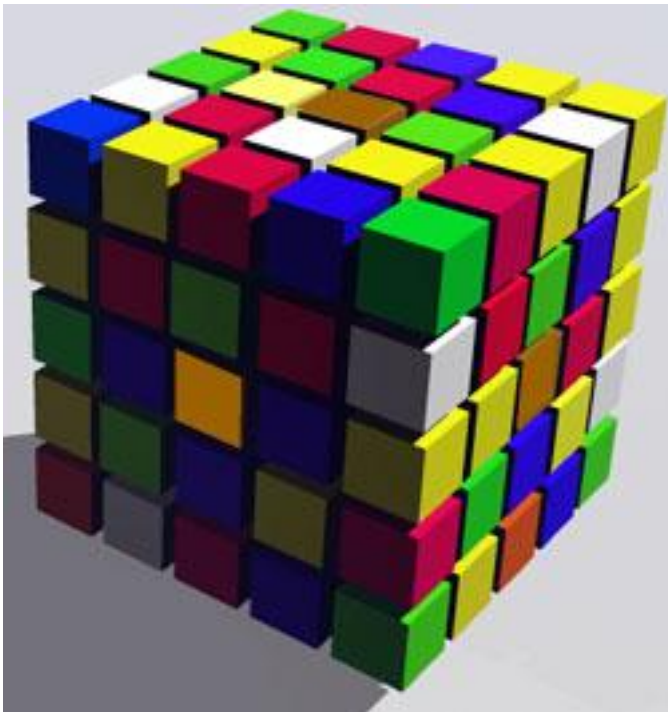
Example 2: Color Perception

The effect of contrast



Example 2: Color Perception

The effect of contrast



Same
color!

Example 3: Memory Types

- Sensory Memory: < 1 second
 - Ultra-short-term memory and **decays** or degrades very quickly, typically in the region of 200 - 500 milliseconds (1/5 - 1/2 second) after the perception of an item
- Short-Term (Working) Memory: < 1 minute
 - Holds a small amount of information (typically around 7 items or even less) in mind in an active, **readily-available** state for a short period of time (typically from 10 to 15 seconds, or sometimes up to a minute).
- Long-Term Memory: life-time
 - Decays very little, but requires more “effort” to store & retrieve

Implications

- Information display methods matter **A LOT**
 - Color
 - Shape
 - Layout
 - Page size
 - Contrast & Context
 - Etc.
- Tapping into your brain's innate capabilities will enhance information delivery efficacy

And What Gets Measured...



- What **gets measured gets managed**.
 - (Source: Peter Drucker, 1954)
- "If you can not measure it, you can not **improve it**."
 - (Source: Lord Kelvin, 1883)
- "I chalked a big "6" on the floor, and then passed along **without another word**. When the night shift came in they saw the "6" and asked about it."
 - (Source: Charles Schwab, US Steel, 1917)
- "Metrics don't just report results, they **drive strategy**."
 - (Source: Kaplan & Norton, 1992)

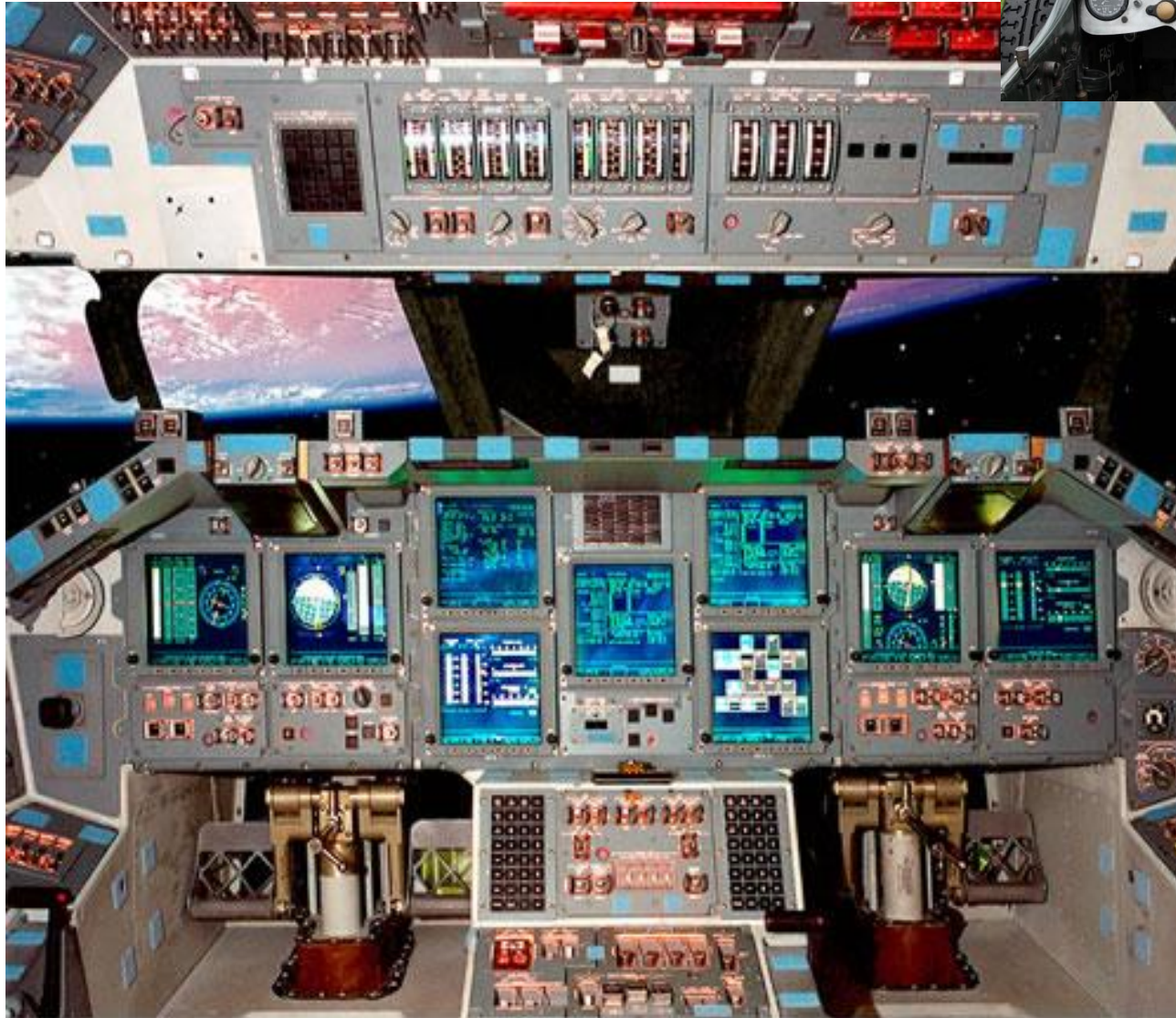


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So WHAT?

WHAT DOES THAT HAVE TO DO WITH
DASHBOARDS?

So... What is a Dashboard?



OK... What is an Information Dashboard?



Definition



- Stephen Few (*revised 2015*)
 - A dashboard is an **information display** that people use to rapidly **monitor** current conditions that potentially require a immediate **response** to fulfill a **specific role**.

**Source: Stephen Few, 2015*

Dashboards Display Information That...



- ... matters
- ... is updated frequently
- ... requires a timely response

Other Display Types*



- Lookup Report, for *lookup*
- Explanatory Report, for *narrative*
- Infographic, for *narrative*
- Live Presentation, for *narrative*
- Dashboard, for *monitoring*
- Analytical Application, for *guided data analysis*
- EDA Tool, for *exploratory data analysis*
- Predictive Model, for *predictive analysis*

*Source: Stephen Few, 2015

More Implications

- A person's **role** REALLY matters
 - One size fits all dashboards are suboptimal
 - Business requirements drive design/layout
- Layout matters
 - Particularly if it **exceeds one page**
 - **Efficient use** of space is critical
- Filtering, interactivity state changes actually **reduce** dashboard effectiveness
- Choice of **what** to display is crucial
- But so is **how** you display it!



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PUTTING IT ALL TOGETHER

DO'S AND DON'TS

Summary of Tips



1. Consider “role-specific” dashboards
2. Don’t waste space - stick to one screen
3. Simple and clean is best
4. Be very careful with color
5. Avoid gratuitous graph types
6. Focus on Leading (vs. Lagging) indicators
7. Integrate Context
8. Add ratios and trends
9. Provide drill-to-detail interactivity
10. Consider your delivery platform(s) - e.g. mobile...
11. Beware of mockups, but...
12. Prototype early and often
13. Beware of the “levels of management” rework problem
14. ***Good news & Go forth and visualize***

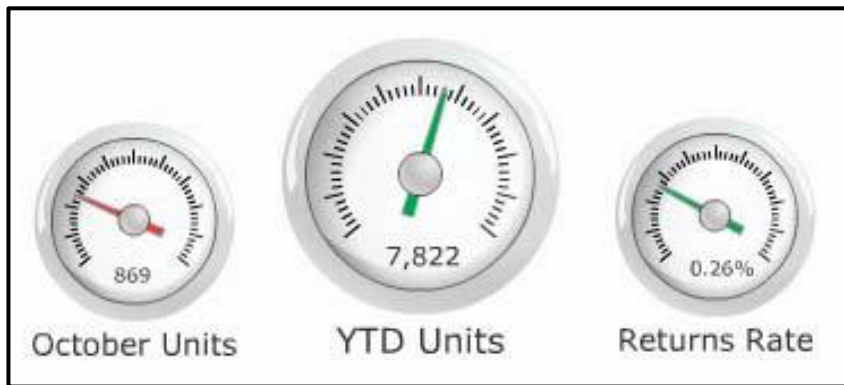
Different Strokes for Different Folks

Consider “role-specific” dashboards

- Example: Store Dashboard vs. District Dashboard
- Who exactly is the audience?
- What specific decisions do managers need to make with the data?
- “One size fits all” rarely fits anyone well
- Filtering (especially when not persistent and obvious) destroys “situation awareness”
- Consider modular approach, but beware of lack of
 - Maintainability, consistency, company priority

Don't Waste Space

Use appropriate graph types and layout

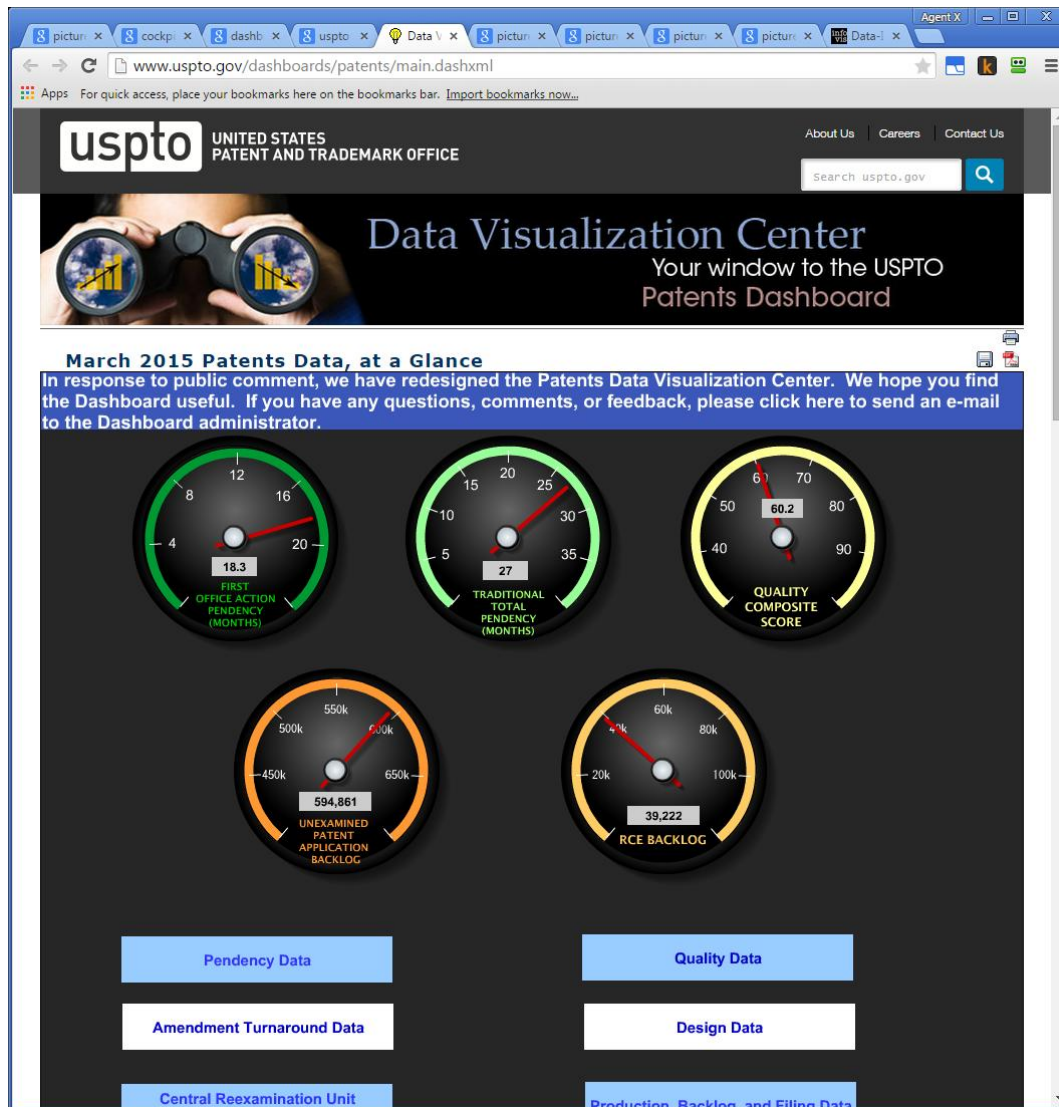


versus



**Source: Stephen Few, 2007*

Don't Waste Space (Cont.)

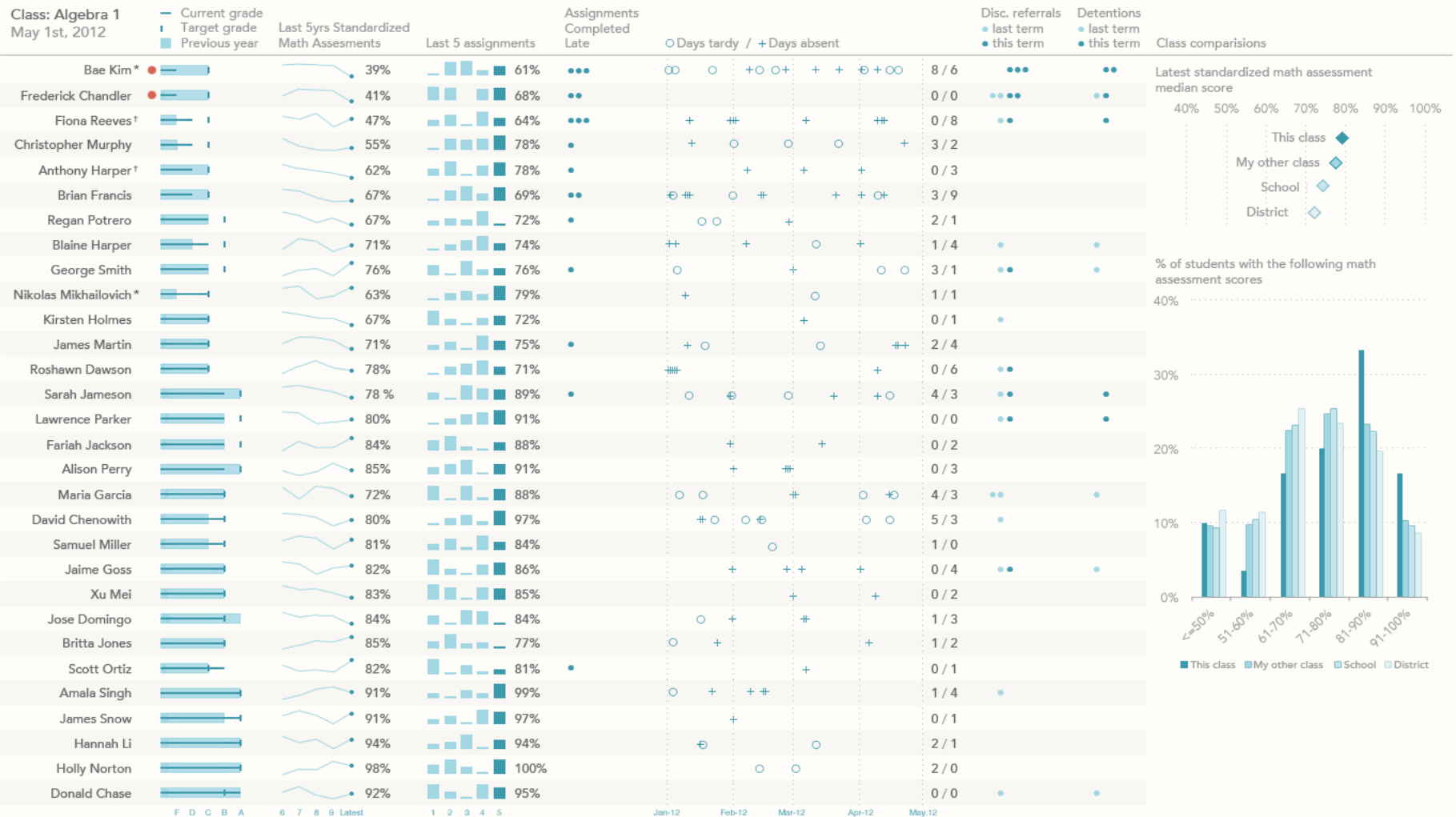


*Real-life
example from
US Patent &
Trademark
Office*

versus...

Don't Waste Space (cont.)

• AWARD WINNING DASHBOARD (PERCEPTUAL EDGE, 2012)



* No english language proficiency † Special education

Note: Assessment and assignment scores are being expressed as the percentage of points that were earned out of the total points possible.

Don't Waste Space (cont.)

• PERSONALIZED SURF REPORT

Gualala Rivermouth, United States 6 Day Surf / Weather Forecast																		
Issued 4 pm Thursday 14 May 2015 PDT																		
Days 0-3 Weather Summary: Light rain (total 0.1in), mostly falling on Thu afternoon 32°F cool air temperatures (max 57°F on Thu afternoon, min 50°F on Fri night). Winds increasing (light winds from the SW on Thu afternoon, strong winds from the NW by Fri afternoon).									Days 3-6 Weather Summary: Mostly dry 32°F cool air temperatures (max 55°F on Tue afternoon, min 50°F on Mon night). Winds increasing (light winds from the NW on Mon morning, strong winds from the NW by Tue afternoon).									
Rating	★	★	★	★	★	★	★	★	★	★	★	★	★	★	★	★	★	★
	Thu 14 afternoon	Thu 14 night	Fri 15 morning	Fri 15 afternoon	Fri 15 night	Sat 16 morning	Sat 16 afternoon	Sat 16 night	Sun 17 morning	Sun 17 afternoon	Sun 17 night	Mon 18 morning	Mon 18 afternoon	Mon 18 night	Tue 19 morning	Tue 19 afternoon	Tue 19 night	Wed 20 morning
Largest waves (ft) & direction	6 NW	5.5 NW	3.5 NW	7.5 NW	7 NW	6 NW	6 NW	1.5 S	3 WNW	3 WNW	4.5 WNW	4.5 WNW	4.5 WNW	4.5 WNW	3.5 WNW	3.5 WNW	5 NW	5 NW
Period (s)	12	11	10	7	8	7	8	15	15	14	14	13	12	12	12	11	6	6
Max-energy	1012	702	270	494	531	392	423	110	326	297	604	614	594	569	330	234	188	167
Wind (mph)	5	10	20	25	20	20	25	15	10	15	10	10	20	20	20	25	20	20
Wind State	cross-on	cross-on	cross-on	cross-on	cross-on	cross-on	cross-on	cross-on	cross-on	cross-on	cross-on	cross-on	cross-on	cross-on	cross-on	cross-on	cross-on	cross-on
Advanced Surf Forecast																		
Swell1 (ft) & direction	6 NW	5.5 NW	3.5 NW	2 S	2 S	1.5 S	1.5 S	2.5 WNW	3 WNW	3 WNW	4.5 WNW	4.5 WNW	4.5 WNW	4.5 WNW	3.5 WNW	3.5 WNW	3 WNW	2.5 WNW
Period (s)	12	11	10	17	16	16	15	8	15	14	14	13	12	12	12	11	11	10
Swell2 (ft) & direction	2.5 S	2.5 S	2 S	1 S	0.5 S	0.5 S	0.5 WNW	1.5 S	2.5 WNW	2.5 WNW	1.5 WNW	1.5 SSW	1.5 SSW	1.5 SSW	1.5 SSW	1 SSW	1 S	1.5 NW
Period (s)	19	18	18	10	10	10	18	15	6	12	8	13	13	13	13	13	12	15
Wind waves (ft) & direction	-	-	4.5 NW	7.5 NW	7 NW	6 NW	6 NW	4 NW	-	2 NW	2.5 NW	2.5 NW	3 NW	3.5 NW	4 NW	4.5 NW	5 NW	5 NW
Period (s)	-	-	6	7	8	7	8	6	-	6	5	6	6	6	6	6	6	6
High Tide / height (ft)	-	8:52PM 7.61	9:41AM 6.14	-	9:34PM 7.94	10:41AM 6.27	-	10:15PM 8.14	11:38AM 6.33	-	10:56PM 8.20	12:31PM 6.33	-	11:39PM 6.10	1:25PM 6.27	-	12:22AM 7.57	-
Low Tide / height (ft)	2:24PM 2.40	3:33AM 1.57	-	3:14PM 2.66	4:23AM 0.95	-	4:03PM 2.95	-	5:12AM 0.49	4:50PM 3.22	-	5:59AM 0.23	5:37PM 3.51	-	6:45AM 0.20	6:26PM 3.77	-	7:32AM 0.36
Today's sea temperature is 49 °F (Statistics for 14 May 1981-2005 - mean: 54 max: 58 min: 50 °F)																		
	Thu 14 afternoon	Thu 14 night	Fri 15 morning	Fri 15 afternoon	Fri 15 night	Sat 16 morning	Sat 16 afternoon	Sat 16 night	Sun 17 morning	Sun 17 afternoon	Sun 17 night	Mon 18 morning	Mon 18 afternoon	Mon 18 night	Tue 19 morning	Tue 19 afternoon	Tue 19 night	Wed 20 morning
Summary	rain shwrs	clear	clear	clear	clear	clear	clear	clear	some clouds	clear	clear	some clouds	some clouds	some clouds	clear	clear	clear	some clouds
Rain (in)	0.1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
High °F	57	55	55	55	52	54	55	52	52	54	52	52	52	52	54	55	52	54
Low °F	55	52	52	54	50	50	54	50	50	54	50	52	52	50	50	55	50	50
Chill °F	57	54	52	50	45	48	50	46	48	50	46	48	46	48	48	50	45	48
Sunrise	-	-	6:01	-	-	6:01	-	-	6:00	-	-	5:58	-	-	5:58	-	-	5:58
Sunset	20:19	-	-	-	-	20:20	-	-	20:21	-	-	20:22	-	-	20:22	-	-	-
Offshore winds at Gualala Rivermouth blow from the E.																		

Clean and Simple

- *WATCH YOUR DATA-INK (OR DATA-PIXEL) RATIO*

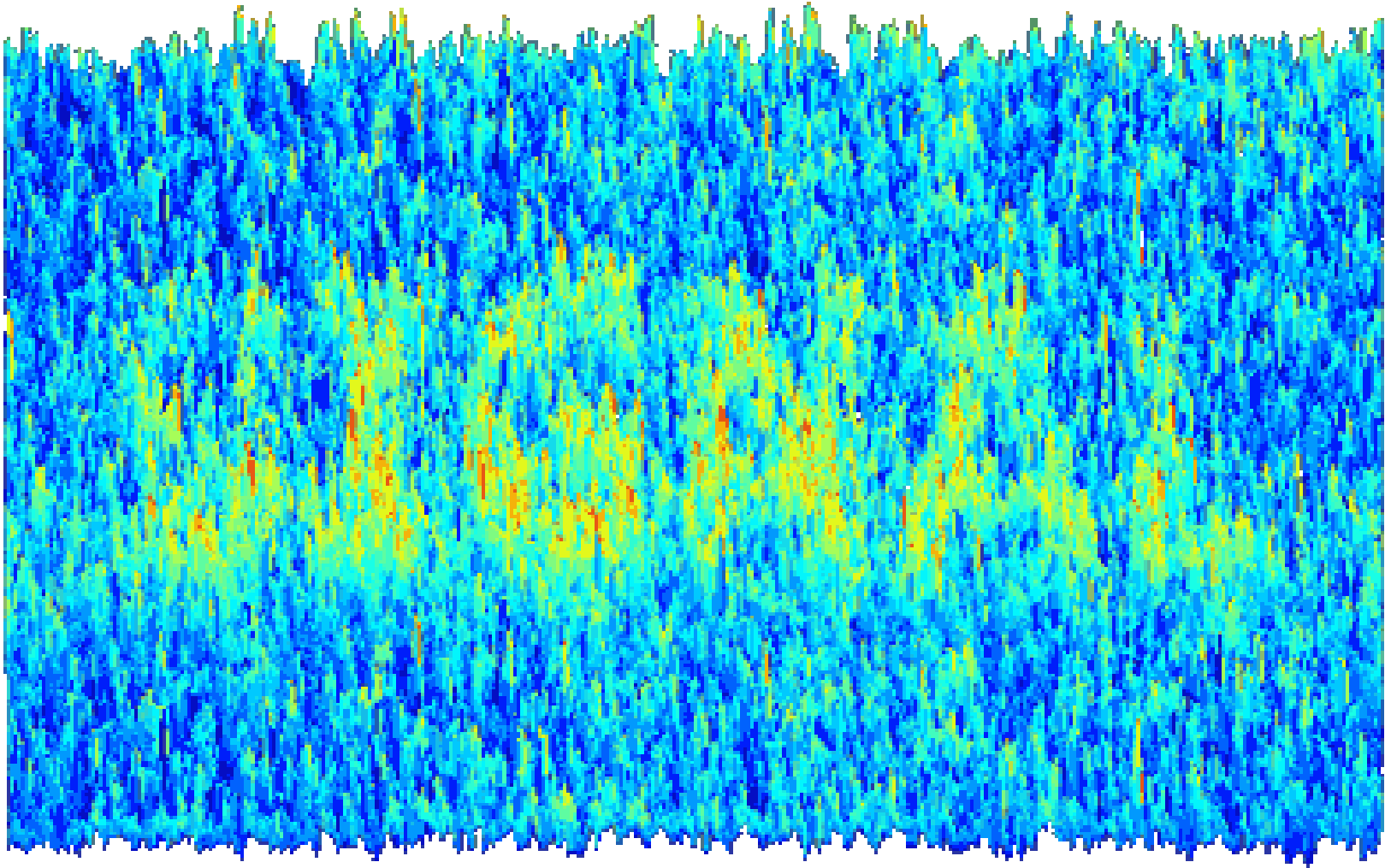
Region	Units	Bookings	Bookings %
Americas	3,888	229,392	43%
Europe	2,838	167,442	31%
Asia	1,788	105,492	20%
Other	509	30,031	6%
Total	\$9,023	\$532,357	100%

versus

Region	Units	Bookings	Bookings %
Americas	3,888	229,392	43%
Europe	2,838	167,442	31%
Asia	1,788	105,492	20%
Other	509	30,031	6%
Total	\$9,023	\$532,357	100%

Clean and Simple - The Metrics Themselves

If Everything Is A Priority, Then Nothing Is A Priority

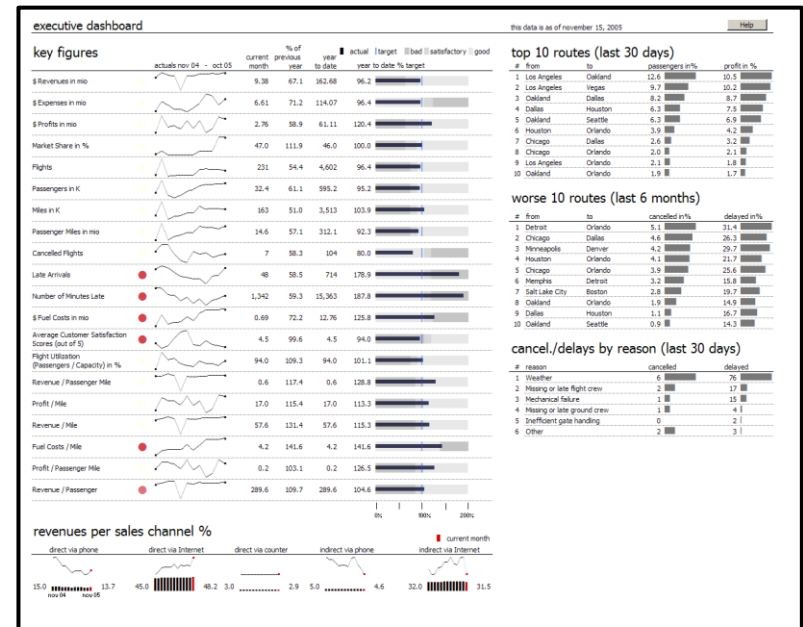


Be Very Careful with Color

Powerful but dangerous

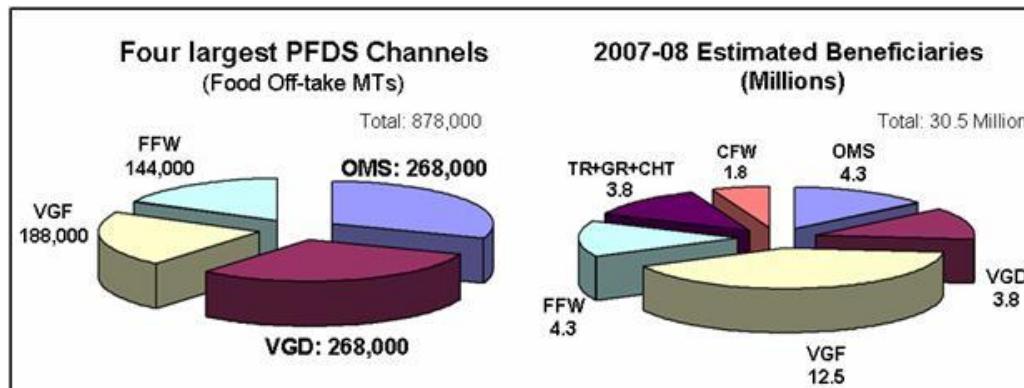
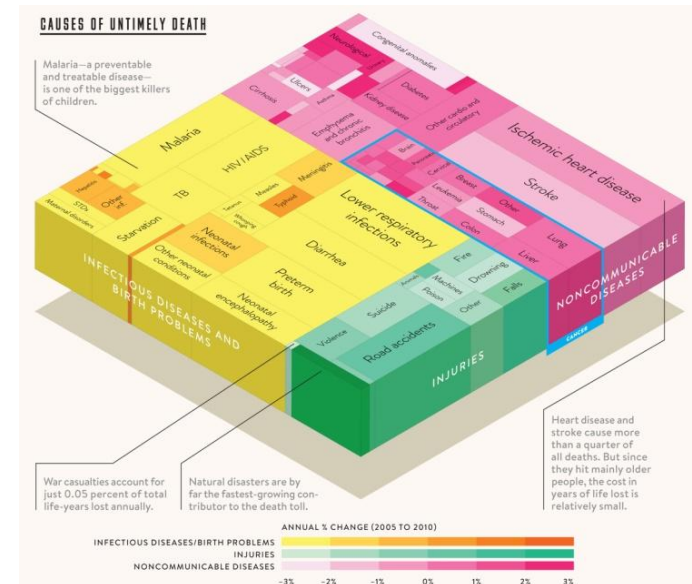
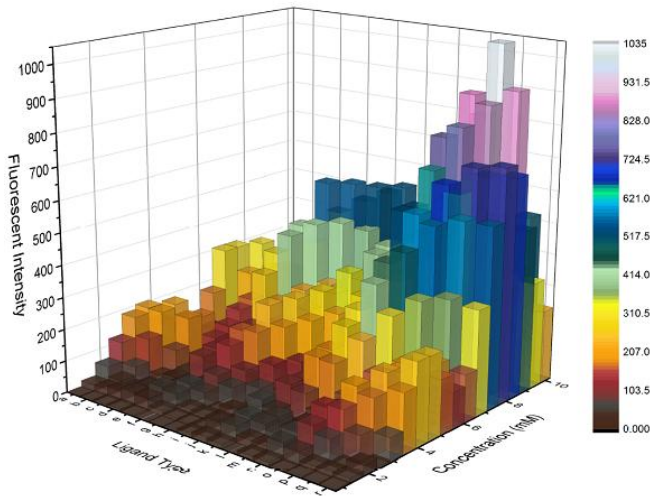


versus



Avoid Gratuitous Graph Types

Nice eye-candy but not good information



*Beware of
vendor
provided
templates*

Stress Leading Indicators, Not Lagging

Don't drive via the rear view mirror

- Unique visitors vs. past financials
- Emails opened
- New customers signed up
- Events attended
- Samples requested
- Contracts in process
- Etc.



Integrate Context

Relative to what?

Metrics

Vs. Last Year

Vs. Plan

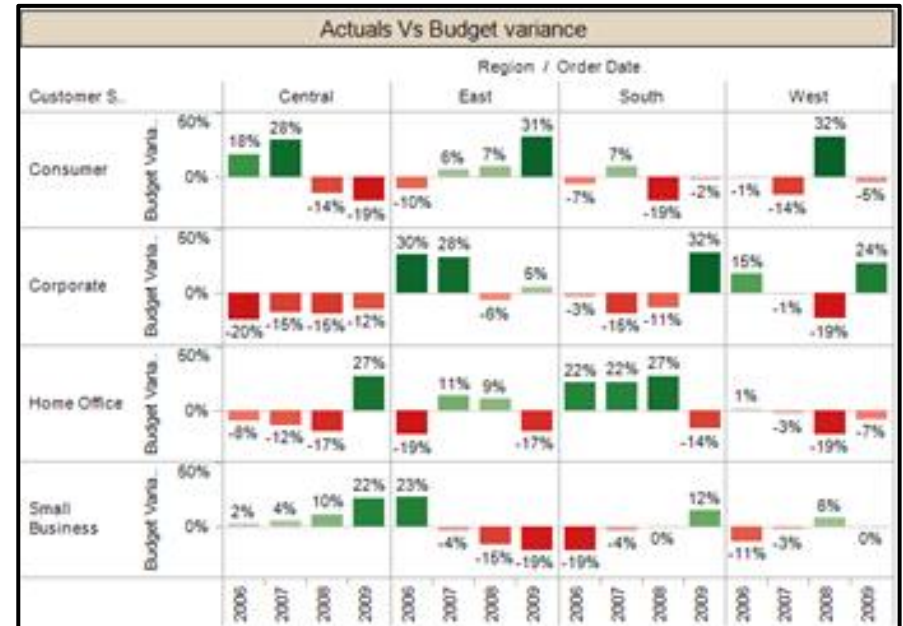
Vs. Forecast

Vs. Rolling average

Vs. Competition

Vs. Industry averages/standards

Etc.

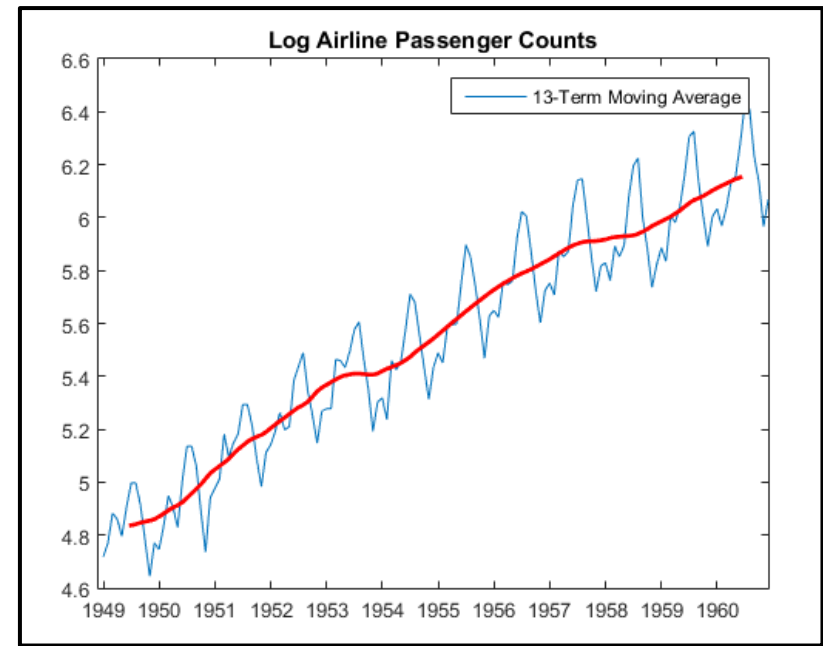
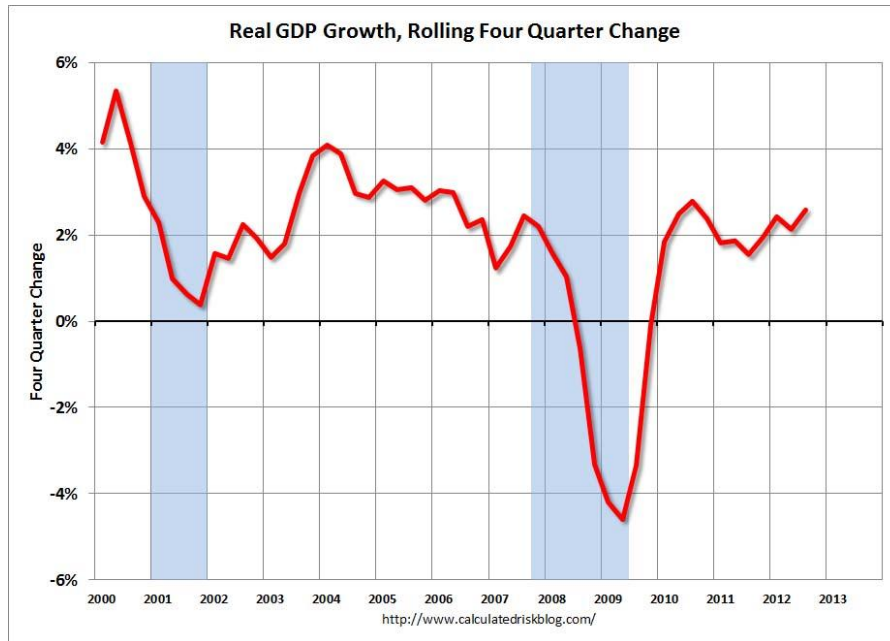


Use Ratios, Variances, Moving Avgs and Trends

Help identify the issues

Revenue: \$641,879

versus



Provide Drill-to-Detail

And conditional formatting

Pro Forma Cash Flow	Jan	Feb	Mar	Apr	May
Net Profit	\$6,850	(\$24,952)	\$8,339	\$36,752	\$43,097
Plus:					
Depreciation	\$1,000	\$1,010	\$1,020	\$1,030	\$1,040
Change in Accounts Payable	(\$22,692)	\$93,431	\$58,509	\$109,308	\$122,353
Current Borrowing (repayment)	\$0	\$100,000	\$30,333	(\$50,000)	\$45,000
Increase (decrease) Other Liabilities	\$0	\$0	\$0	\$0	\$0
Long-term Borrowing (repayment)	(\$2,942)	(\$2,962)	\$97,017	(\$3,005)	(\$3,026)
Capital Input	\$0	\$25,000	\$0	\$0	\$300,000
Subtotal	(\$17,784)	\$191,527	\$195,218	\$94,085	\$508,464
Less:	Jan	Feb	Mar	Apr	May
Change in Accounts Receivable	(\$163,917)	\$35,549	\$91,638	\$89,729	\$115,438
Change in Inventory	\$7,391	\$60,936	\$109,654	\$138,607	\$154,543
Change in Other Short-term Assets	\$0	\$0	\$0	\$0	\$0
Capital Expenditure	\$25,000	\$0	\$15,000	\$0	\$50,000
Dividends	\$0	\$0	\$0	\$0	\$0
Subtotal	(\$131,526)	\$96,485	\$216,292	\$228,336	\$319,981
Net Cash Flow	\$113,742	\$95,042	(\$21,074)	(\$134,251)	\$188,483
Cash Balance	\$169,174	\$264,217	\$242,809	\$108,559	\$297,042

Try **NOT** to click on the negative variance cells!

Consider Your Delivery Platform(s)

Pixels matter!



- Write once, publish many is a **Myth**
- **Screen real estate differs** dramatically
- And so do **usage patterns**



Beware of Mockups

Requirements tend to “harden”

- Watch out for amateurs acting like pros
- Focus on core requirements instead
 - Metrics and measures
 - Dimensionality



Prototype Early and Often



Clay vs. steel

- Explore the data
- Unearth requirements
- Test preferences
- Test tools
- Sell the concept

All before major development



JP's Management Level Rework Theorem

Beware of copious, often contradictory, feedback

Number of **rework iterations** =
Number of levels of management in
the review loop

Corollary:

Cost and duration of project is
directly proportional to levels of
management involved



The Good News

Parting Thoughts

- The tools are better than ever:
 - More powerful
 - More flexible
 - More built-in (best practices)
 - More modular
- The need for good information is more pressing than ever
- There are now some (but not lots of) good examples in use

Go Forth and Visualize!



SENTURUS

REFLECTIONS

WOULD YOU CHANGE THE WAY YOU PROVIDE
DASHBOARDS TO FOLKS?

HOW WOULD YOU CREATE YOUR OWN
DASHBOARD?



SENTURUS

SPECIAL OFFERS

Free Dashboard Appraisal

Complimentary Dashboard Appraisal

- Senturus senior architect will evaluate one of your dashboards* against best practices and provide recommendations to improve
- **FREE**** to the first ten organizations who email us today at info@senturus.com

**Note 1: We typically find these to be a blend of complex Excel spreadsheets and PowerPoint presentations.*

***Note 2: Typically this is sold as part of our larger assessment offerings.*

BI Assessment

BI Assessment

- Comprehensive Review of BI Stack Components: Server and Application Layer, Data & Transformation Layer, and BI Tools Layer
- Deliverables include Grading and Roadmap for each of the Stack Components
- Cost Starting at \$9,995

Contact info@senturus.com or 888.601.6010, ext. 85



SENTURUS

ADDITIONAL RESOURCES

Additional Resources

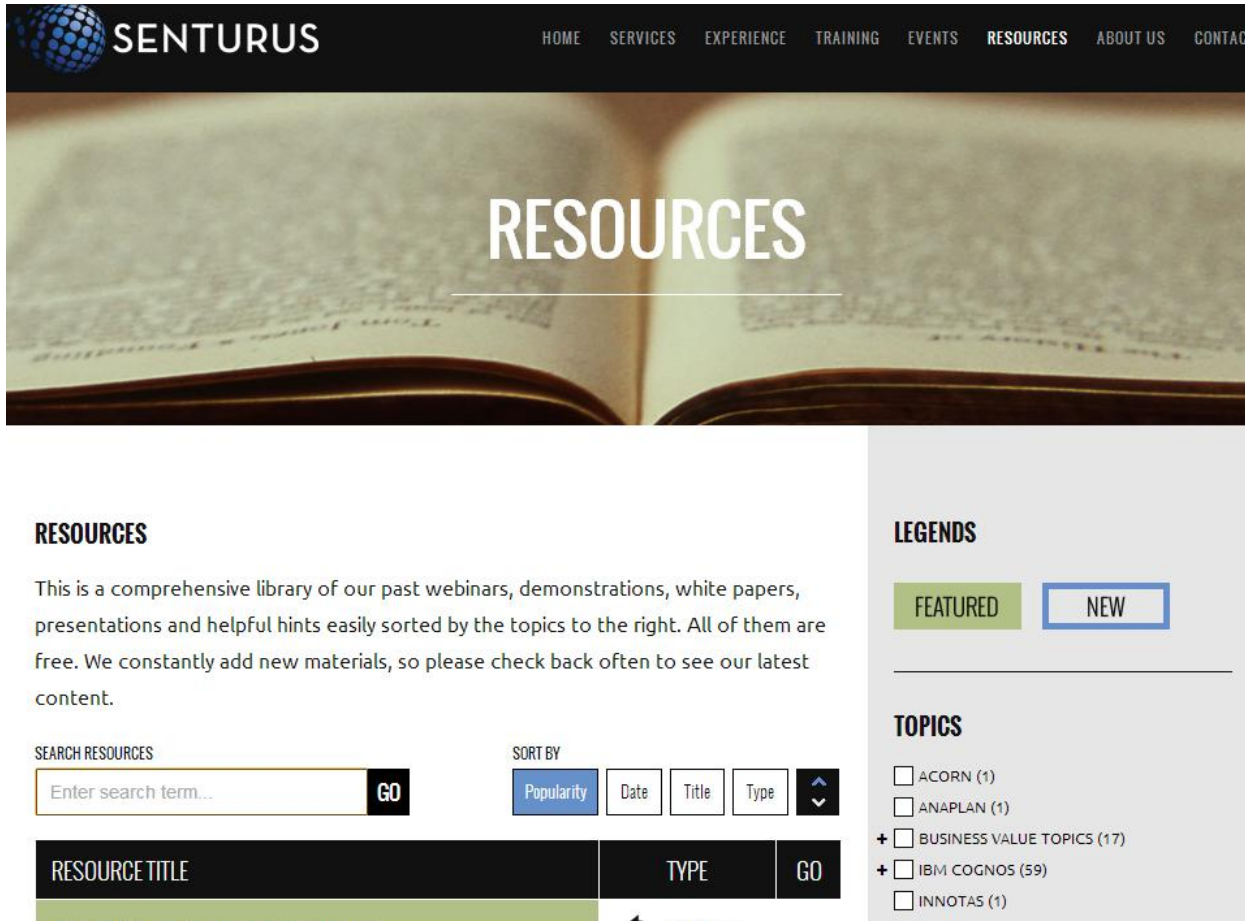
- **Books:**

- Information Dashboard Design (2nd edition) *by Stephen Few*
- The Visual Display of Quantitative Information *by Edward Tufte*
- Visualize This *by Nathan Yau*
- The Balanced Scorecard *by Robert Kaplan & David Norton*
- JP's Library ([just call me](#))

- **Other:**

- Graph Selection Matrix (Perceptual Edge)
 - http://www.perceptualedge.com/articles/misc/Graph_Selection_Matrix.pdf
- New York Times Infographics
 - <http://www.nytimes.com/interactive/2014/12/29/us/year-in-interactive-storytelling.html>

Resources on www.senturus.com



The screenshot shows the 'RESOURCES' section of the Senturus website. The header features the Senturus logo and a navigation menu with links to HOME, SERVICES, EXPERIENCE, TRAINING, EVENTS, RESOURCES, ABOUT US, and CONTACT. The main banner displays the word 'RESOURCES' over a background image of an open book. Below the banner, the 'RESOURCES' section includes a descriptive paragraph and a search bar. To the right, the 'LEGENDS' section has 'FEATURED' and 'NEW' tabs, and the 'TOPICS' section lists various topics with checkboxes and counts.

SENTURUS HOME SERVICES EXPERIENCE TRAINING EVENTS **RESOURCES** ABOUT US CONTACT

RESOURCES

This is a comprehensive library of our past webinars, demonstrations, white papers, presentations and helpful hints easily sorted by the topics to the right. All of them are free. We constantly add new materials, so please check back often to see our latest content.

SEARCH RESOURCES

Enter search term... **GO**

SORT BY

Popularity Date Title Type

RESOURCE TITLE	TYPE	GO

LEGENDS

FEATURED **NEW**

TOPICS

- ☐ ACORN (1)
- ☐ ANAPLAN (1)
- ☒ BUSINESS VALUE TOPICS (17)
- ☒ IBM COGNOS (59)
- ☐ INNOTAS (1)

Upcoming Events

www.senturus.com/events



COGNOS 10.2.2 PERFORMANCE TUNING

BEST PRACTICES FOR OPTIMIZING YOUR INVESTMENT

Thursday, June 18, 2015 - 11am PT/ 2pm ET - 60 minutes

[DETAILS](#)



TIPS FOR TABLEAU BEGINNERS

DASHBOARD DESIGN WITH TABLEAU DESKTOP

Thursday, June 25 - 11am PT/ 2pm ET - 60 minutes

[DETAILS](#)

Cognos and Tableau Training Options

SENTURUS HOME RESOURCES EVENTS BLOG **TRAINING** SERVICES EXPERIENCE ABOUT US CONTACT

REAL INSTRUCTORS, REAL TIME, REAL LEARNING

There's nothing virtual about our public online training courses. Senturus' instructors are live online, so attendees can ask questions and get real-time feedback as if they were in a physical classroom. Students may also interact with each other. As they practice each new skill, the instructor will be able to see their screen and provide guidance. Classes are small enough for personal attention: typically 6 to 10 students take part, and each receive a hard-copy of the materials in advance.

UPCOMING COURSES

SEARCH TRAINING: Enter search term... **GO**

SORT BY: Date Product Focus Title

PRODUCT	VERSION	FOCUS	TITLE	TIME	GO
COGNOS	10.2	WORKSPACE ADVANCED	SELF-SERVICE ANALYTICS FOR THE BUSINESS USER	HALF DAY	→
+ a b l e a u	8.3	DESKTOP, SERVER	TABLEAU DESKTOP TRAINING AND SERVER INTRODUCTION	2 DAY	→

TRAINING CHECKOUT

Your training session shopping cart is empty.

ADDITIONAL HELP

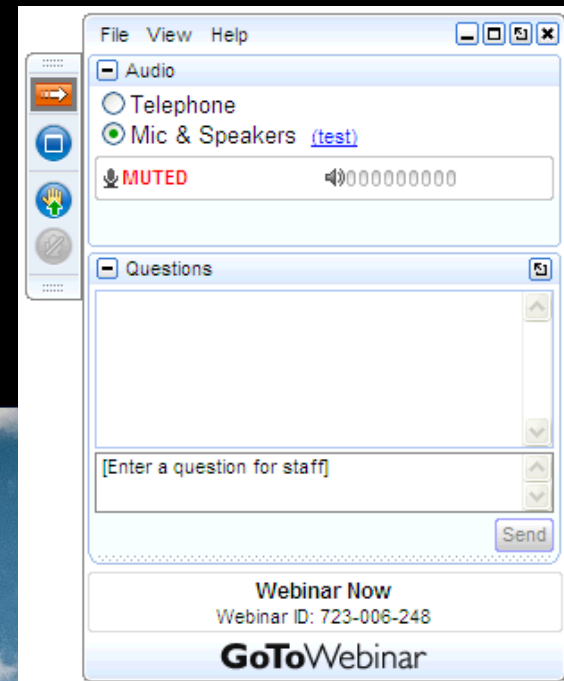
[Contact us](#) for more information, or phone 888.601.6010 ext1.

We also offer volume discounts for both public and private group training. [Find out](#)

Custom, tailored training also available



Q & A



Thank You!

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