



**Training Proposal for:  
Method Technologies Inc.**

<b>Small Business</b>
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**ET16-0237**

**Approval Date:** November 2, 2015

**ETP Regional Office:** San Diego

**Analyst:** M. Ray

**CONTRACTOR**

- Type of Industry:
  - Services
  - Technology/Other
  - Priority Industry:  Yes  No
  
- Number of Full-Time Employees
  - California: 25
  - Worldwide: 25
  - Number to be trained: 25
  - Owner  Yes  No
  
- Out-of-State Competition: NAICS Code Eligible
- Special Employment Training (SET):  Yes  No
- High Unemployment Area (HUA):  Yes  No
- Turnover Rate: 5%
- Repeat Contractor:  Yes  No

**FUNDING**

- Requested Amount: \$22,100
- In-Kind Contribution: \$31,350

**TRAINING PLAN TABLE**

Job No.	Job Description	Type of Training	Estimated No. of Trainees	Range of Hours		Average Cost per Trainee	Post-Retention Wage
				Class / Lab	CBT		
1	Retrainee Priority Rate SB <100	Business Skills, Computer Skills	25	8 - 60	0	\$884	\$16.02
				Weighted Avg: 34			

- Reimbursement Rate: \$26 SB Priority
- County(ies): Orange
- Occupations to be Trained: Administrative Support, Engineer, Technical, Supervisor/Manager, Owner
- Union Representation:  Yes  
 No
- Health Benefits: \$0.93 per hour

**SUBCONTRACTORS**

- Development Services: Training Funding Source (TFS) in Seal Beach will help develop this proposal for a flat fee of \$1,900.
- Administrative Services: TFS will also assist with administration for a fee not to exceed 13% of earned funds.
- Training Vendors: To Be Determined

**OVERVIEW**

Founded in 2007, Method Technologies Inc. (MTI) ([www.mtinc.net](http://www.mtinc.net)) is located in Cypress. The Company provides various IT and other technology-related services such as help desk support, web design, web hosting, structured cabling, virtualization, surveillance, 24/7 monitoring, telecom, and technology relocation. The Company primarily serves clients in Southern California. However, it has several out-of-state clients in Texas, Florida, and New York.

**Need for Training**

MTI faces rapid technological changes in today’s business landscape. In order to keep pace, the Company must constantly expand its offerings in technologies, products, and solutions. Specifically, MTI is continually developing and enhancing products and services in cloud management, virtualization, and integration. The Company is also expanding in the field of remote management, computer and network security, web design and programming, and back-up and disaster solutions.

Additionally, MTI must focus on enhancing employees’ product knowledge by providing a comprehensive training program, training and cross-training its workers on new and existing products, as well as various software platforms such as Microsoft, Citrix, Cisco, Synology,

VMware, GFI, Jive, and Mitel. Training will allow employees to work on a wider range of problems; understand strengths and weaknesses of solutions, and recommend the best one for each situation.

## **Training Plan**

To support the aforementioned business objectives, MTI plans to provide the following class/lab training:

**Business Skills** – Training will be offered to all job occupations as it relates to their specific job function. Topics in Customer Acquisition/Sales and Customer Interaction/Quality Control will provide trainees with skills necessary to effectively interact with clients on a variety of levels and negotiate potential sales with confidence.

**Computer Skills** – Training will be offered to all job occupations as it relates to their specific job function. Training in various software programming topics will allow Engineers to effectively design website proposals, edit and maintain existing website codes, and solve client issues. Course topics in telephony, DNS, e-mail services, and Method Back-up Disaster Recovery training will provide Technical Staff, Supervisors, Managers, and Owner the ability to accomplish tasks effectively and in a timely manner. Administrative Support Staff will receive training in Quickbooks and Microsoft Office to enable trainees to increase output and accuracy of daily tasks. Overall, computer skills training will enable MTI to stay current with technical requirements and platforms needed to meet customer demands.

## **RECOMMENDATION**

Staff recommends approval of this proposal.

**Exhibit B: Menu Curriculum**

**Class/Lab Hours**

8 – 60

Trainees may receive any of the following:

**BUSINESS SKILLS**

- + Customer Acquisition/Sales
- + Customer Interaction/Quality Control
- + Proposal Procedures
- + Standard Operating Procedures

**COMPUTER SKILLS**

- + Copiers/Printers/Scanners
- + Customer Related Portal
- + Disk Encryption
- + Domain Name Systems (DNS) Networking
- + Email Services
- + ESET
- + Field Procedures
- + File Sharing
- + Firewalls
- + Method BDR - Backup Disaster Recovery
- + Microsoft Office
- + Network Attached Storage (NAS)
- + Office 365
- + Paging Services
- + QuickBooks
- + SAN Storage Area Network
- + Servers (Hardware)
- + Spam Filtering
- + Surveillance
- + Switches
- + Telephony
- + Uninterruptible Power Supply (UPS)
- + Wiring Connectivity
- + Veeam
- + Virtual Desktop
- + Virtualization
- + Web Filtering
- + Wireless Connectivity

Note: Reimbursement for retraining is capped at 60 total hours per-trainee, regardless of method of delivery.