i-PRO | University

Learn. Grow. Succeed.

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Technical Training Program

Three technical training certifications are available at the Associate, Professional and Expert level for current i-PRO partners and independent security integrators, resellers, consultants, and A&Es.

More Than Technical Training, a Pathway to Future Growth

Finding skilled security installation and service technicians has become increasingly difficult, which has serious long-term implications for our industry. i-PRO's technical training program provides a highly effective and efficient training resource for both certified partners and non-certified resellers, industry consultants, and A&Es. The curriculum is designed to make onboarding new service and installation technicians faster, easier, and more cost-effective. It also helps retain employees with a consistent continuing education program that can be tailored to best meet your organizational and individual needs.

A Fresh Perspective in Training for Security Professionals

The professional security industry continues to grow at a rapid pace, creating new and exciting career opportunities for skilled technicians and salespeople. To help cultivate the next generation of leaders in our industry, we've created i-PRO University – a new and exciting training program designed to accommodate every level of education from the novice to the expert.

And i-PRO University offers open enrollment to all new and established industry professionals. So whether you're already an authorized i-PRO partner or not, you're welcome to attend – no strings attached.

i-PRO University offers many educational resources for individuals, resellers, and organizations. Two curriculum tracks are available:

technical training and sales training – both designed to help unlock new opportunities for career advancement and cultivate highly trained workforces with invaluable professional skills.

Better trained professionals install systems faster, sell smarter, and make more money. i-PRO University courses are designed by people who have extensive experience selling and installing these systems.

And the i-PRO University Technical Training Program lets you learn your way – with courses delivered at one of our i-PRO Experience Centers, at a location of your choice, remotely via webinars, or on our exclusive self-paced eLearning platform.

Technical Training Courses and Certifications

i-PRO University Technical Training Courses cover product agnostic "Fundamentals" as well as detailed instruction on i-PRO solutions.

Courses include:
• Access Control Fundamentals
• Video Surveillance Fundamentals
• IP Networking Fundamentals
• i-PRO MonitorCast Operational and Configuration Mastery
• i-PRO Camera and Installation & Programming
• i-PRO AI Applications Operational and Configuration Mastery
• i-PRO Active Guard Operational and Configuration Mastery
• i-PRO VideoInsight Operational and Configuration Mastery

Authorized i-PRO Partners can earn the designation as a Certified Associate, Certified Professional, or Certified Expert.

Non-Authorized resellers can earn the designation as a Factory Trained Associate, Factory Trained Professional, or Factory Trained Expert.

Please refer to the chart below to see the course requirements for specific designations.

Technical Training Where and When You Want

We offer onsite, hosted, and remote learning options to make your training experience as seamless and convenient as possible, including:

eLearning Technical Training is available for participants to take at their own pace and convenience from anywhere with internet access. Each certification path consists of multiple learning modules available individually, or as a complete certification bundle. Upon successfully passing the knowledge check, the learner receives the appropriate certification designation.

Classroom Technical Training is available onsite at your preferred location or at an i-PRO Experience Center. Classroom instruction features a structured 1-to-4-day course syllabus, depending on the certification track.

Some certification tracks include preparatory modules prior to instruction. For our Certified Expert track, learners will receive a laptop, switch, and camera to take home after the training event. These advanced levels of training can be delivered in person or virtually.

Upon successfully passing an assessment test, participants earn certification for the completed courses, validating their expertise and commitment to professional development.

Technical Training Course Pricing

i-PRO University Technical Training courses are priced individually and in bundles to meet various levels of Associate, Certified, and Expert level designation.

	Associate		Professional			Expert
	i-PRO [Factory Trained or Certified] Access Control Associate	i-PRO [Factory Trained or Certified] Video Surveillance Associate	i-PRO [Factory Trained or Certified] Access Control Professional	i-PRO [Factory Trained or Certified] Surveillance Professional	i-PRO [Factory Trained or Certified] Video Insight Professional	i-PRO [Factory Trained or Certified] Solutions Expert
Access Control Fundamentals	☑		☑			☑
Video Surveillance Fundamentals		☑		☑	☑	☑
IP Networking Fundamentals			☑	☑	☑	☑
i-PRO MonitorCast Configuration and Operational Mastery			☑			☑
i-PRO Camera Installation & Programming				☑	☑	☑
i-PRO AI Application Configuration and Operational Mastery				☑	☑	☑
i-PRO Active Guard Configuration and Operational Mastery				☑	☑	☑
i-PRO Video Insight Configuration and Operational Mastery					☑	☑

Course Name	eLearning	Customer Site (per event)*	i-PRO Site (per attendee)
Access Control Fundamentals	$200	n/a	n/a
Video Surveillance Fundamentals	$200	n/a	n/a
IP Networking Fundamentals	$200	n/a	n/a
i-PRO MonitorCast Configuration & Operational Mastery	$200	n/a	n/a
i-PRO Camera Installation & Programming	$200	n/a	n/a
i-PRO AI Applications Configuration and Operational Mastery	$200	n/a	n/a
i-PRO Active Guard Configuration & Operational Mastery	$200	n/a	n/a
i-PRO VideoInsight Configuration and Operational Mastery	$200	n/a	n/a
i-PRO [Factory Trained or Certified] Access Control Associate	$400	n/a	n/a
i-PRO [Factory Trained or Certified] Video Surveillance Associate	$400	n/a	n/a
BUNDLES			
i-PRO [Factory Trained or Certified] Access Control Professional	$600	$2,000	$500
i-PRO [Factory Trained or Certified] Video Surveillance Professional	$600	$4,000	$1,000
i-PRO [Factory Trained or Certified] Video Insight Professional	$600	$3,000	$750
i-PRO [Factory Trained or Certified] Solutions Expert	$1200	$8,000*	$3,000*

*up to 15 attendees
*Includes 2 session kits which consist of a laptop, switch and camera

Sales Training Program

A variety of training courses are offered on key selling systems, opportunity management, and forecasting to help fine tune sales skills, close more deals, and generate more business. All sales training courses are uniquely designed to sell physical security solutions – not generic sales training.

Better Sales Skills Deliver Bigger ROI

Great salespeople can sell anything. And although it's critical to understand every technical detail about the products and services you offer, knowing how to present, pitch, and close security sales requires a different set of skills. The team of highly experienced training professionals at i-PRO University will guide individuals through the proven processes and techniques to achieve better outcomes in the highly competitive security market.

Discover Key Selling Systems

i-PRO University Sales Training dives into five critical sales development skillsets that provide a proven framework for improved sales, including:

Solution Sales focuses on security issues and pain points, shifting the emphasis from product "speeds and feeds" to outcomes. Show prospects how you can solve their problems and you'll win more customers.

Payoff Selling is geared towards communicating to C-suite decision makers how physical security can better protect people, property and assets – minimizing risks and liabilities, and more importantly, lowers costs. Learn how to translate costs into ROI outcomes to close more sales.

Insight Selling is based on identifying the specific pain points of your prospect and positioning your portfolio of security products and services into the specific solution they need. Learn how to evaluate customers' needs so you can best customize your sales pitches to address their critical security pain points.

Unlocking the Power of Differentiators provides instruction on how to differentiate your security offering based on performance, technology, features, case studies/applications, and customer support combined with your integrity believability, reputation and personal brand. Learn how and what to package into your sales presentations to cut through the clutter and make the sale.

Opportunity Management & Forecasting is a powerful tool to proactively identify which security prospects promise to deliver the best use of your time – and deliver better overall outcomes. This training track teaches you how to accurately assign scores to sales opportunities to improve forecasting and clearly focus your sales efforts where they matter most.

Train Onsite or Remotely

i-PRO University Sales Training is available onsite or via eLearning to best suit your availability and make your experience as convenient and fulfilling as possible.

Sales Skills Workshops are offered at i-PRO Experience Centers or your location of choice. This two-day workshop teaches specialized skillsets needed to succeed in today's highly competitive marketplace.

Topics include: the fundamental tactics of solution selling, return selling, how to tailor sales presentations to the prospective buyer, how to manage the opportunity pipeline, how to forecast, and the basics of win-win negotiations.

Cost:

i-PRO Experience Center: $2,500 per attendee
Customer Location: $4,000 (up to 15 attendees)

Sales Training Webinars & eLearning are available via live or via online webinars that you can attend during your regularly scheduled weekly, monthly, or quarterly sales meetings.

Cost: $250/hour

Sales Training Course Topics
• Unlocking the Power of Differentiators
• Running an Effective Discovery Meeting
• Solution Selling Overview
• Opportunity Management & Forecasting
• Social Selling with LinkedIn
• Powerful Presenting - How to Present Your Proposal
• Understanding Buyer Behaviors

Meet the i-PRO University Training Instructors

Adrian Voorkamp

Director, Training

Based in San Antonio, Texas, Adrian has trained thousands of physical security sales professionals. He began his career in B2B sales and has led Global Sales and technical Learning Teams for the past decade.

Joey Friddell

Manager, Technical Training

Based in Houston, Joey brings over a decade of iPRO experience into each classroom session he teaches. With years of experience in classroom facilitation and course development, Joey will enable your technicians to install, operate, and service the full suite of i-PRO products and software.

Michael Allbritton

Assoc. Technical Trainer

Based in San Antonio, Texas, Adrian has trained thousands Michael brings years of experience in Cyber Security, QA, Customer Support and product Management. Based in Southern California, Michael excels at making complex concepts easy to understand.

Omar Morales

Technical Sales Trainer

A veteran of the USMC, Omar, brings years of experience in the Physical Security industry to each of the classes he teaches. Regular host of i-PRO's Coffee for Closer's call, Omar helps sellers understand how to build revenue generating relationships

Register for i-PRO University Training Today!

For information visit **www.i-PROUniversity.us** or scan the QR code below.