Telecom Solutions & Technology Catalog

“Your career knowledge is safe in our hands”
GEMALTO TELECOM TRAINING OFFER
- A word from Olivier Piou

In a world where the digital revolution is increasingly transforming our lives, Gemalto’s end-to-end security solutions are designed to make personal digital interactions more convenient, safe and enjoyable.

Our activities range from the development of software applications through the design and production of secure personal devices such as smart cards, SIMs, e-passports and tokens, to the deployment of managed services for our customers.

Gemalto Training Services role is to help your company and staff to get the most from their digital security solutions & technologies, by providing training sessions at one of our regional Gemalto training centers, or tailor-made dedicated training courses at your site, adapted perfectly to your needs.

This catalog describes the most extensive range of training services in the digital security industry.

If you would like to find out more, please contact our sales team or visit us on-line at: www.gemalto.com/training

Knowledge is key to progress in your career: Play it safe in our hands!

Olivier Piou
Gemalto CEO

Bringing expertise from the world leader in Digital Security!

R&D centers
10

1,300
R&D engineers

10,000
employees

90
nationalities

5000
patents

Standards driver
In NFC, GP, JavaCard, ETSI, 3GPP

400
Mobile Network Operators
Learning paths adapted to your business needs

- Follow our professionally designed “learning paths” to become autonomous and be recognized in your business area
- Paths are designed for different people’s needs, including business overview, usage, admin & development courses
- Progressively gain all the knowledge you need to boost your business & career

Are you looking to become a:

**SIM Administrator**
- Toolkit developer expert

**USIM administrator**

**NFC expert**
- Ready for project deployment

**NFC developer expert**

**SCWS developer**

**OTA Administrator**
- OTA provisioning manager
- OTA campaign expert
- OTA developer expert

**Device manager Administrator**

**UPDM Administrator**
- Service Manager Administrator
- MNO Portal Provisioning manager
- MNO Portal Campaign manager

**MNO portal s2s developer**

**OSG Administrator**

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SIM Courses

SIM, STK & OTA basics (2 days)
SIM cards play a larger role today, than simply securing access to a GSM network. They are also used as standard, secure and portable, platforms for Value added services, remotely updateable in a standard & secure way “Over-The-Air”. This training course will allow you to rapidly get to know the main SIM technologies & features and begin managing your own SIM cards & Applications.

Java SIM Card Administration (2 days)
Learn how to use Java Card based SIM cards and Gemalto SIM Administration & Simulation Tools. This training course will allow you to rapidly get to know the main features of these products and begin managing and testing your own applications.

Java SIM Applet Development (2 days)
Creating new services has until now required long development cycles and proprietary implementation. Using Java Card based SIM cards and Gemalto development & testing tools, you can now work in-house, and transform ideas into revenue-applications in a matter of days. This training course will allow you to rapidly get to know how to use the Toolkit API & Developer Suite tools, and begin developing and testing your own VAS applications.

Advanced Java SIM Applet Development (1 day)
This training course will allow you to benefit from Gemalto’s wide experience in designing and deploying applications on the field, and rapidly begin developing and testing your own service.

CDMA Course

R-UIM Cards in CDMA Networks (2 days)
Get the most from your R-UIM card in a world where different technologies coexist (GSM, UMTS, CDMA). Be informed about the new standards released, roaming management techniques and Toolkit applications benefits by studying real use cases already implemented in this market.
For Location and course fee please refer to regional schedules on: www.gemalto.com/training or contact us at http://www.gemalto.com/training/contact.html

Learning path

USIM Courses

SIM, STK & OTA basics (2 days)
This training course will allow you to rapidly get to know the main SIM technologies & features and begin managing your own SIM cards & Applications.

USIM in 3G Networks (2 days)
The 3G network features a wider range of services and advances network capacity over the previous 2G network. The USIM implemented on the Gemalto 3G cards can therefore be your passport to 3G.

Java 3G Card Administration (2 days)
Be ready to launch your 3G commercial card-based services thanks to this 2 days training session including many practical sessions. Learn how to use Java Card based USIM cards and Gemalto USIM Administration & Simulation Tools.
This training course will allow you to rapidly get to know the main features of these products and begin managing and testing your own applications in a 3G environment.

LTE Courses

Enabling Secure Service Delivery on Advanced Networks (3 days)
This program explains how advanced and secure services and content will be delivered as operators evolve their networks towards 4G / LTE. The overall service mix, including voice, internet access, messaging, television, and advanced Value Added Services (VAS), as well as triple-play & quad-play service offerings and the supporting technologies are examined in detail.

UICC for CDMA operators migrating to LTE (3 days)
This course focuses on technical aspects of UICC cards and how they work in LTE environment. It describes what a UICC card is, what type of services it can bring to network operators & their subscribers. It will provide the necessary knowledge to people from Services development, infrastructure, product marketing and R&D teams, who need technical initiation on UICC-related technology to assist them with their projects.

In association with
Open up a new world to your customers

NFC Courses

NFC Technologies (1 day)
Mobile Contactless offers new opportunities to mobile operators, banks, transport companies and other service providers. This training will help to better understand the ecosystem and solutions available for proper deployment.

Global Platform 2.2 (1.5 days)
Mobile contactless requires trusted co-operation between mobile operators, banks, transport companies and other service providers. The multi-player and multi-application nature makes it essential to provide high levels of security and trust between parties.

NFC Applet Administration And Development (2 days)
Rapidly get to know the main features of the Gemalto admin & development tools and begin developing and testing your own NFC applications.

Set up your Mobile NFC Payment Project (2 days)
Understand the NFC ecosystem, the various actors and responsibilities. Review methodically all the decisions that you must make to define properly your mobile payment project, with the various alternatives and their consequences.

NFC Related courses

Introduction to the banking world (2 days)
Discover the ecosystem and the business model around payment cards, and become familiar with the various technologies, from the good old magnetic stripe till the most modern mobile payment means.

Understanding Smart Card Web Server Technology (1 day)
Understand what we can do with Smart Card Web Server technology, how the solutions can be implemented, and gives examples of real-life use cases.

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* Pre-requisites: (U)SIM basics, Dev STK
Capture new business with emerging SIM-related technologies

**Advanced Technologies Courses**

- **The SIM and Mobile Services - a Crash Course** (1 day)
  Learn basics of SIM related technologies, have an overview on existing VAS & evaluate future state of the Art technologies & services.

- **Usage & Benefits of SIM Card for MVNO** (1 day)
  Understand how to be different & more profitable thanks to the SIM card.

- **Understanding BIP** (0.5 day)
  Have an overview of the BIP and CAT-TP standards, and how this new high speed packet protocol will help download applications & remotely manage your card content more efficiently

- **Mobile Television** (1 day)
  Mobile-TV (m-TV) now captivates end-users worldwide and currently represents a significant potential business model value for mobile operators. This technology requires a high level of security for mobile operators to act as new pay-TV players.

- **Understanding the ISIM Cards for IMS Networks** (1 day)
  This training course provides an overview of the IMS network, including use cases and details on the role that the UICC plays.

- **Understanding Steering of Roaming** (2 days)
  This seminar will explain how to optimize steering of roaming via the different technologies, with real-life examples of existing solutions

**SCWS Courses**

- **Understanding Smart Card Web Server Technology** (1 day)
  This one day seminar will allow you to understand what we can do with Smart Card Web Server technology, how the solutions can be implemented, and gives examples of real-life use cases.

- **Smart Card Web Server Servlet Development** (2 days)
  Learn how to develop, test & debug Smart Card Web Server servlets, to enable dynamic web services on your multimedia SIM.

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OTA Solutions

Learning path

Keeping your SIM base updated according to your business needs

OTA Courses

SIM, STK & OTA basics (2 days)
This training course will allow you to rapidly get to know the main SIM technologies & features and begin managing your own SIM cards & Applications.

OTA Platform Introduction & Usage (1.5 days)
Giving your subscribers after sales satisfaction is the key to the future of your business. Having dedicated Customer Care agents operating your Over The Air (OTA) platform means that you have a strong and continuous connection with them. What is needed is a course on Usage principles and to give practical advice on the platform and the services held within it.

OTA Platform Administration (1.5 days)
Keeping your OTA system running at its optimum performance level is a must. With downtime and system hang ups always being a major concern, what is needed is a course on administration principles and to give practical advice on the OTA platform.

OTA Platform - Card and Applet provisioning (1.5 days)
This course allows you to understand how to create a new Subscriber’s (U)SIM Card and how to add new applet in the OTA platform repository.

Optimize OTA Campaigns (1 day)
With a field experience coming from more than 100 WW customers, Gemalto has created this training program to help you to increase your business efficiency by understanding, controlling and optimizing the speed of your campaigns, their success ratios, their overall organization and monitoring.

OTA Platform Development (3 days)
Developing external applications to interact with your Over The Air (OTA) platform, is an additional way to deliver Value Added Services (VAS) to your many existing subscribers and also gaining new ones.

For Location and course fee please refer to regional schedules on: www.gemalto.com/training or contact us at http://www.gemalto.com/training/contact.html
Personal Life Mobilizer & Device Management Learning path

Ensure services are available to all your subscribers

**Personal Life Mobilizer Courses**

- **SIM, STK & OTA basics** (2 days)
  This training course will allow you to rapidly get to know the main SIM technologies & features and begin managing your own SIM cards & Applications.

- **USIM in 3G Networks** (2 days)
  The 3G network features a wider range of services and advances network capacity over the previous 2G network.

- **Personal Life Mobilizer Introduction and Usage** (1 day)
  Personal Life Mobilizer solution is bringing today a lot of benefits for Telecom Operators and end users by providing a secure place where end users can store their personal information such as phonebook, Calendar, tasks, ringtones, pictures and MMS.

- **Personal Life Mobilizer Administration** (1 day)
  This course delivers the administration principles and gives hands on practical advice.

**Device Manager Courses**

- **Device Management Introduction & Usage** (1.5 days)
  This training covers all solution use cases, business cases and end user experience. All you need to get the most from your Device Management solution.

- **Device Management Platform Administration** (1.5 days)
  This training covers all the administration tasks needed to fully operate your Device Management Solution.

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### MNO Portal Courses

#### SIM, STK & OTA basics (2 days)
This training course will allow you to rapidly get to know the main SIM technologies & features and begin managing your own SIM cards & Applications.

#### Service Manager Introduction & Usage (1 day)
**Increasing the revenue** generated by SIM based service usage is a major concern. In that regard, Service Manager is a state-of-the-art platform using Over The Air technology, which enables telecom operators to accurately manage SIM-based services throughout the life of their SIM cards, while providing operators detailed information on user profiles, user service content and usage tracking.

This course ideally covers both platform usage and request monitoring tasks.

#### Service Manager Administration (1 day)
**Keeping** your SM system running at its optimum performance level is a must. With downtime and system hang ups always being a major concern, what is needed is a course on administration principles and to give practical advice on the Service Manager platform.

#### Service Manager Provisioning (1 day)
**Increasing the revenue** generated by SIM based service usage is a major concern. In that regard, Service Manager is a state-of-the-art platform using Over The Air technology, which enables telecom operators to accurately manage SIM-based.

This course allows you to understand how to declare updated or new offer (Menus & services) in the Service Manager platform repository.

#### Optimize OTA campaigns (1 day)
With a field experience coming from more than 100 WW customers, Gemalto has created this training program to help you to increase your business efficiency by understanding, controlling and optimizing the speed of your campaigns, their success ratios, their overall organization and monitoring.

- Understand solution capabilities
- Launch massive DSTK services updates
- Manage marketing promotional campaigns
- Administrate & Operate your SM solution

- Adjust / Add services according to business needs
- Implement new Portal offers in an efficient way
- Advice marketing and development staff on Portal offer evolution

- Risk Management when launching a campaign
- Expert oriented to increase success ratio when performing massive updates
- Able to optimize bandwidth used according to use cases
- Success campaigns in the shortest time
Service Development Courses

SIM, STK & OTA basics (2 days)
This training course will allow you to rapidly get to know the main SIM technologies & features and begin managing your own SIM cards & Applications.

Service Studio (2 days)
One of the best ways for mobile operators to retain their customers is to differentiate the services offered from those of the competitors. Whilst providing mobile data services to their customers, operators are also willing to enhance their 3G offers. The implementation of m-services based on Java dynamic SIM Toolkit is the first and fastest step in that moving from a simple transport network business, to a transport and value added services business.

Dynamic STK Service Development (3 days)
Let's your subscriber to experiment new VAS services browsing from their SIM. This training will allow you to create SIM browsing services using STKML language in order to create real time response services with the great user experience coming from a s@t session.

Online Service Gateway Courses

Online Service Gateway (1 day)
Being able to deliver "on-demand" services to your subscribers is the next item in the chain of Value Added Services (VAS). This course shows you how to set-up and add services onto your portal, giving you a more diverse tool to communicate with the S@T browser housed inside your predefined SIM Card.

- Connect solution to new content providers
- Get statistics and analysis on solution performance
- Escalate solution according to traffic increase

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A dedicated & experienced team...

Gemalto Standards driver
In NFC, GP, JavaCard, ETSI, 3GPP...

Professional trainings since
1997

More than 30 Courses available

More than 1000 Customers trained per year

400 MNO trained

4.5/5 Customer satisfaction

Outstanding expertise to match your ambitions

Public Sessions
- Training facilities... With fully equipped rooms including integrated PCs in a quiet and discreet learning environment, away from the day-to-day bustle of the office
- Located in France, Mexico & Singapore.
- Near to Gemalto’s R&D centers, and close-by production sites, allows to organize visits & meetings with local marketing, product management, services staff...
- Schedule visible on our website http://www.gemalto.com/training

Professional trainers

On Site Sessions
- A group of people to train? Travel restrictions? Time constraint? ... we organize the training in your premises!
- Just contact us: http://www.gemalto.com/training/contact.html

E-learning
- Learn about smartcards anytime, anywhere, with Gemalto on-line e-learning offer on: http://www.gemalto.com/training/e-learning.html
- E-voucher will give you your personal 1 year access.
- E-voucher can be purchased from your Gemalto representative or on line from our webstore

Your complete satisfaction is our goal

Go to Schedule

Go to WebStore

gemalto security to be free