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ENS Expands Training & Support

IT capabilities aid area's training & support needs.

Enhanced Network Solutions (ENS Group, Inc), one of Northern Indiana's leading technology consulting firms, has expanded its IT training capabilities to more fully support the region's desktop training and support needs.

The expansion is primarily focused on increasing course offerings for the information worker and adding dedicated full-time staff concentrating on desktop application training and support. Additional applications added to the public training schedule include Microsoft Office, Microsoft Project, Microsoft SharePoint Server, Crystal Reports, and the Adobe Creative Suite. ENS is also offering customized productivity training to assist companies as they implement new processes and technologies such as Office 2007 or the upcoming releases of Office 2010 and Windows 7.

"This past year, we have seen an increase in requests for desktop application support," said Matt Gerber, president of ENS. "The average worker today is handling increased responsibility and yet has very little time to get up to speed on new features and software. With dedicated staff focused on desktop applications, we can tailor our training to target the needs of the business and deliver rapid solutions. Those solutions range from a short one-on-one session for an individual to periodic group productivity sessions to introduce new features or refresh skills."

The expansion of ENS Group's training and support division allows them to deliver cost-effective solutions for today's business problems. ENS exists to help its customers understand and grow with technology. By expanding their training and support capabilities, this further allows ENS to help its clients better utilize technology as the asset that it should be, rather than just an expense.

"In some cases, IT departments don't have the



ENS offers customized productivity training to assist employees and companies as they implement new processes and technologies such as Office 2007.

staff, time, or knowledge to support a broad range of desktop applications," said Gerber. "That's where we can step in. Imagine if you are required to sift through a mountain of data to provide weekly reports to top management; or have a need to develop a macro to speed up your department's day-to-day activities; or perhaps you need a presentation for your board of directors. We have instructors available who can assist you with all of those projects, ranging from one-on-one-coaching all the way to handling the project through completion."

Established in 1995, ENS successfully helps its clients improve operationally by adopting and leveraging information technology. The company's certified learning center offers

training programs that are not only utilized regionally, but also attracts participants across the nation. ENS also offers Authorized Prometric and Pearson VUE testing services that serve Fort Wayne and the surrounding areas of Northeast Indiana.

"Our instructors are the best in the business," said Dave Shriner, training manager of ENS. "They are professionals who are certified both as communicators and subject matter experts in the most popular software applications available today. Our instructors actually use the software in addition to teaching it. They bring a wealth of real-world experience into the classroom."

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UI Workshop Offered

You've made your Labor Day plans. But have you made plans to deal with Labor and Employment issues? Recent state legislation impacts your business. Stay informed, be prepared.

The Unemployment Insurance Compensation Workshop on Wednesday, September 23 will equip you with the tools to manage these changes successfully. Join Chamber and Indiana Department of Workforce Development (DWD) officials for an update on the Unemployment Insurance Trust Fund legislation (HEA 1379) and how it impacts necessary procedures for employers. You will be briefed on how to ensure compliance with the new law.

Topics of the workshop include:

- Successfully Representing Yourself in Unemployment Insurance Matters
- Unemployment Insurance Claims and the UI System
- Online Employer Self-Service of Unemployment Processing
- Employers and Unemployment Insurance
- Q&A with DWD Panel

Cost is \$50 for Chamber members, \$80 for non-members. Register three or more people from your company and receive a

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The expansion of ENS Group's training and support division allows them to deliver cost-effective solutions for today's business problems.

ENS conducts informative seminars twice monthly covering a variety of IT topics. The most recent seminar was about technology planning and best practices. These seminars present overviews of advanced technologies for business owners and IT decision makers. These free sessions bring incredible value and insight to helping area business identify new technology trends that will support their businesses.

As a Microsoft Gold Certified Partner with nine competencies, ENS is in frequent and routine contact with Microsoft, making it uniquely able to recommend, install, deploy and maintain the most advanced technology solutions. ENS staff professionals include highly experienced and certified systems engineers, trainers, network engineers, technicians, and IP telephony experts.

More information about Enhanced Network Solutions' capabilities and services is available at: www.ensi.com.

Fort Wayne Selected for Immigrant Integration Program

National League of Cities' pilot project will work with local government, agencies for civic engagement, citizenship.

Fort Wayne is one of three cities nationwide selected to participate in the league's pilot program to engage and integrate immigrants into the community and civic life.

Fort Wayne will participate in the Municipal Action for Immigrant Integration program for 2009. It will focus on City government, non-profit agencies serving immigrant and refugee populations and immigrants themselves to emphasize civic engagement, working toward American citizenship and participation in the 2010 census.

"Fort Wayne cannot afford to have an 'us and them' mentality on this issue. Our city, as well as our entire country, has a rich history of immigration. As I have experienced repeatedly, we all gain when we work together and this program capitalizes on bringing groups together to achieve a greater goal." Mayor Tom Henry said. "We all have a responsibility, including immigrants and refugees themselves, to integrate some of Fort Wayne's newest residents into our collective civic life. We will all benefit when their heritage, culture and experiences become part of the fabric of Fort Wayne."

The National League of Cities selected Fort Wayne because of its nationally recognized efforts from City government, local agencies and state and federal government working together to address Fort Wayne's growing international population, many of whom are political refugees. Last year the same groups collaborated to open the Community Resource Center for Refugees, 2826 S. Calhoun St., in September.

"Fort Wayne's participation in NLC's Municipal Action for Immigrant Integration program will enhance the city's efforts in addressing the immigrant and refugee population," said Kathleen Novak, president, National League of



Cities, mayor, Northglenn, Colo. "It is our hope that, by connecting local officials and community-based organizations, cities can manage the social and economic implications of growing immigrant populations."

The Municipal Action for Immigrant Integration program focuses on promoting civic engagement and naturalization among immigrant communities in U.S. cities. It will establish a knowledge-sharing network among cities and organizations. MAII aims to be a resource for municipal officials and community-based organizations who seek assistance in addressing immigrant integration challenges.

The two primary components of the program are:

—The CITYzenship community initiative will help city officials strengthen working relationships with immigrant communities and organizations. Participants will work toward an action plan to manage immigrant integration challenges in Fort Wayne. The Municipal Action

for Immigrant project will provide city participants with customized levels of assistance and support to help local officials promote civic participation and naturalization.

—The NewCITYzen naturalization campaign will focus on highlighting the many benefits of citizenship. Fort Wayne can use the program's campaign toolkit to launch a naturalization campaigns locally.

Hispanic and immigrant liaison Palermo Galindo and other City staff will work closely with NLC staff and local agencies to design a customized program specifically for immigrants in Fort Wayne. The partnership will last a minimum of six months and could be extended as the groups further define short-term and long-term goals. The program comes at no cost to the City or participating agencies and individuals.

The other cities participating in 2009 are Littleton, Colo., and another city yet to be announced.