



Business Relationship Management. Training and Certification Courses.

*“We see our customers as invited guests to a party, and we are the hosts. It's our job every day to make every important aspect of the customer experience a little bit better.”*

Jeff Bezos  
Founder, Chairman, and  
CEO of Amazon.com

Teledec

INTERNATIONAL

TRANSFORMING ORGANIZATIONS  
SINCE 1987



## Business Relationship Management Overview.

*Your staff's success—is our obsession.*

The BRM Role is a crucial link between a service provider and the business acting as a connector, orchestrator, and navigator between the service provider and one or more business units.

Business Relationship Management Professional (BRMP®) training is a world-class professional development program designed to provide a solid foundation-level knowledge of Business Relationship Management. The BRMP® exam is designed to test an individual's learning through rigorous examination providing a leading verifiable benchmark of BRM professional acumen and achievement.

Business Relationship Management (BRM) embodies a set of competencies (knowledge, skills, and behaviors) to foster an effective business value-producing relationship between a service provider and its business partners. These competencies can be leveraged through organizational roles (e.g., in an IT organization, the CIO typically has a role of BRM for the enterprise), a discipline (e.g., all business partner facing service provider roles should be skilled in BRM), and an organizational capability (e.g., a service provider organization should be effective in shaping and channeling demand to the highest business value opportunities).

## About the Trainer.

**Suresh GP** is Teledec's VP of Information Technology. He has more than 16 Years of IT experience and a wealth of experience in different facets of IT Service Management, IT Governance, Business Relationship Management, Agile, DevOps. Over the years, he has performed diversified roles that included ITSM Consultant/ Solution Architect/ Program Manager/Business Consultant, Architecture & Standards Governance Manager.

With ideal blend of experience in Infrastructure Management domain and Managed Services, he continues to be a trusted advisor for Clients World Wide. To complement his extensive experience, he has earned wide range of certifications that include ITIL V3 Expert, CGEIT, Business Relationship Management Professional, PMP, DevOps Foundation, Certified Agile Service Manager, ISO 20000 Practitioner and ISO/IEC 20000 & 27001 Lead Auditor. He is a regular blogger and speaker in National & International Forums and some of the Publications and blogs are available at ISACA, PMI, HDI Connect and ITSM Portal. Suresh is also the Regional Leader for Business Relationship Management Institute for APAC and was awarded the ITSM Contributor of the Year 2013 by itSMF Singapore.

Call 630.300.5121 to discuss your needs with one of our consultants, and for a FREE estimate.

## Business Relationship Management Professional (BRMP®)

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### Learning Objectives.

*Experience and foresight leads to performance improvements.*

On successful completion, participants will be able to:

- Understand the characteristics of the BRM role
- Perform as a strategic partner, contributing to business strategy formulation and shaping business demand for the provider's services
- Use Portfolio Management disciplines and techniques to maximize business value
- Navigate Business Transition Management and the conditions for successful change programs to minimize value leakage
- Understanding techniques that are available to manage relationships
- Understand the role of IT Service Provider and how that relates to BRM
- Understand the BRM role in Service Management and alignment of services and service levels with business needs
- Apply the principles of effective and persuasive communication

### Target Audience

Business Relationship Management Professional (BRMP®) development program provides an excellent return on investment (ROI) and is ideally suited for:

- Intermediate-level Business Relationship Managers
- Project managers, business analysts, architects, external service providers; representatives of shared services organizations including IT, HR, Finance, Sales, Strategy Planning, etc.
- Business partners
- Anyone else interested in maximizing business value

## Certified Business Relationship Manager (CBRM®)

The Certified Business Relationship Manager® or CBRM® Practitioner Qualification is a 4.5 day classroom or online course that is intended for the intermediate to advanced Business Relationship Manager and focuses on performing the role of Strategic Business Relationship Manager. The primary focus is on strategic business relationship management leveraged to optimize value to the enterprise. The purpose of the Practitioner qualification is to confirm whether the candidate has achieved sufficient understanding of how to apply CBRM guidance in a given scenario situation.

### Learning Objectives.

*Experience and foresight leads to performance improvements.*

- BRM Recap
- Understanding Business Relationship Maturity and Value
- Assessing BRM context
- Optimizing Business Value
- Summary and CBRM Exam Preparation

### Target Audience

Business Relationship Management (BRM) Education will help your team to take that next step in their development. The Certified Business Relationship Manager course is a practitioner course. The target audience for this course is:

- Business leaders
- Provider leadership and management staff
- BRMs looking for additional formal training and certification
- Anyone interested in developing a deeper understanding of the relationship between the Business Partner and Provider



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# Teledec

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## COMPANY OVERVIEW



### OVERVIEW.

Teledec International works with organizations to assess operational effectiveness, identify infrastructure and technology transformation requirements, develop learning programs designed to enhance skills and employee performance, improve and enhance marketing and sales processes, and identify and engage outsourcing and staffing resources, while creating a sustainable growth culture. Through proprietary processes supported by more than 30 years of experience, Teledec senior consultants, designers and engineers build and implement customized business solutions that deliver significant ROI by protecting and improving your organizational assets.

Teledec has been a premier provider of operational, training, and staffing services since 1987. Started as a training company, Teledec's principals are experienced and highly skilled business professionals who have a deep commitment to performance and value. Delivering world-class business

solutions requires a deep understanding of industries and markets, as well as having the right people, with the right skills, to get the job done. More than 150 global corporations and institutions have come to rely on Teledec's innovative and cost effective solutions that span an astonishing number of integrated services across a spectrum of industry-specific platforms.

Our goal is to generate measurable results and value for our clients through reliable, cost-effective, high-quality, and innovative services. We are specialists in customizing every aspect of our services to meet the client's exact needs, including research, analysis, design, application development, production, outsourcing and staffing, delivery, and project management.

*Call 630.300.5121 to discuss your needs with one of our consultants, and for a FREE estimate or visit our website at [teledec.com](http://teledec.com) for more information.*

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