NextBridge Academy
A project by NextBridge Solutions

A CAREER PROGRAM IN

UNIFIED COMMUNICATIONS

&

CONTACT CENTERS

YOUR NEXT CAREER WITH

NEXTBRIDGE

Communication between a business and its customers is crucial. To make things simpler in the digital age, **Unified Communication and Contact Centers** have begun to rise.

NEXTBRIDGE ACADEMY presents a **360 degree** job placement program where, freshers, tech-graduates can mould their career in full 360-turn.

At our academy, we provide best subject matter to our students in **Unified Communication and Contact Centers**.
Train them to stand out with their skills and become an Unified Communications consultant with **assured employment**.

With world-class mentors, we drive their career to the next level and define them as top class **tech-leads**.

NEXTBRIDGE IT SOLUTIONS

NextBridge IT Solutions brings a unique strategy for providing expert professional services to Information and Communication Technology (ICT) Industry. NextBridge IT Solutions is an ISO 9001: 2015, ISO 27001:2013 and ISO 20000:2011 Certified organization with a team of highly skilled tech professionals.

Our team of Certified Professionals are capable of Consulting, Deploying & Maintaining Multiple ICT vendor solutions like Avaya, Cisco, Juniper, Extreme, HP Networking, RedHat, Microsoft, VMware, Fortinet etc. Currently, we are assisting around 75+ Avaya Business Partners to build their skills into Avaya, Cisco, Microsoft Implementation & Support Services.

We are an authorised Avaya service delivery partner skilled to deploy SME, UC, CC, DATA & VIDEO solutions along with IVR Application Development and Customization.

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MEET OUR TEAM

A next generation entrepreneur and subject matter expert holding a rich experience of 16+ years into IT infrastructure, Networking, Security, Unified Communications and Contact Centers.

He founded NextBridge Solutions in the year 2014 and became a renowned face in the tech industry. Leaving a global benchmark for everyone in this industry.

MR. DHEERAJ MENGU

Founder & CEO

MR. DEEPAK CHOPADE

Network & Telecom Expert

A subject matter expert in the domain of Telecommunications, Networking, Wireless Communication.

He holds a rich experience of 17+ years, worked on diversified technologies and a corporate trainer.

NextBridge Academy presents an "On-Job Training" opportunity where candidates will be trained by our world-class subject matter experts to pave a new way of learning.

Our three-month extensive training program in Unified Communications and Contact Centers helps you to attain interactive training and product based learning. Our industry oriented program is designed to develop your skills and take your career on higher growth trajectory in this vast UC & CC domain.

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PROGRAM SYLLABUS

TECHNOLOGY MODULES

- Mastering Ms-Office Suite
- Basics of Computer Hardware and Software
- Computer Networks
- Network Switching and Routing
- Fundamentals of Network Security
- Basics of Wireless Communication
- Mastering Linux Operating Systems (Intermediate Level)
- Mastering Windows Operating Systems (Intermediate Level)
- Basics of Database and Installing Postgre SQL and MS SQL Servers
- Setup Virtualization Platforms
- Fundamentals of Cloud (AWS, GCP, Azure)
- Installation of Docker/Containerazation
- Evolution of Telecommunications - POTS/PSTN,1G to 5G
- IP Telephony, VOIP Fundamentals and Protocols
- Enterprise Communications - PBX
- Building UC and CC Solutions for Various Customers
- Basics of WebTechnologies, Batch and Shell Scripting

COMMUNICATION & PERSONALITY DEVELOPMENT

- Business Communication (Written & Spoken)
- Delivering Presentations and Public Speaking
- Corporate Culture and Work Environment
- How to Build a Successful Career

GENERAL AWARENESS

- Global IT Market Trends
- Top 50 IT Companies and their Leaders
- Top UC and CC Vendors
- Future of UC and CC Solutions
- Innovations in UC and CC Solutions

PROCESS AND PROJECT MANAGEMENT

- Understanding the Concepts of Project Management from PMP program
- Getting familiar with ITIL Framework and its modules

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PROGRAM HIGHLIGHTS

VIRTUAL LAB

Provides hand-on practice on real 'on-job' scenarios and self paced learning.

INDUSTRY BACKED CURRICULUM

A strong and unique curriculum to meet the industry's criteria and requirements.

LIVE PROJECTS

Students are given real-based projects to assess their development and gain more practical knowledge.

ASSURED EMPLOYMENT

We here at NextBridge Academy give assured job placements with a minimum 4 LPA CTC.

CLASS ROOM TRAINING

A learning environment where participants can interact, communicate, view and discuss presentations,and engage with live demonstration.

VERSED FACULTY

Our mentors are globally recognized in this field to pave your career path to greater heights.

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PROGRAM UNIQUENESS

ELIGIBILITY CRITERIA

➤ B.E/B.Tech/B.Sc IT/BCA

➤ M.Sc. (CS/IT) /MCA/M.Tech

➤ Interested in
  - Computer Networking
  - IP Telephony / VoIP
  - Telecommunications
  - Unified Communications
  - Audio/Video Conference
  - Contact Centre Technologies
  - Cloud Technologies

TRAINING
SKILL **DEVELOP**

TRAINING DURATION AND CONCEPT

➤ Industry Oriented Program

➤ 2 Months of Bridge Course

➤ 1 Month Product Training

➤ Business Communication

➤ Learn from Subject Matter Experts

➤ Best in Class LAB Setup

GOALS

➤ Eligibility to work for worlds top 10 UC & CC Companies

➤ Kick start your career in Unified Communications & Contact Centers.
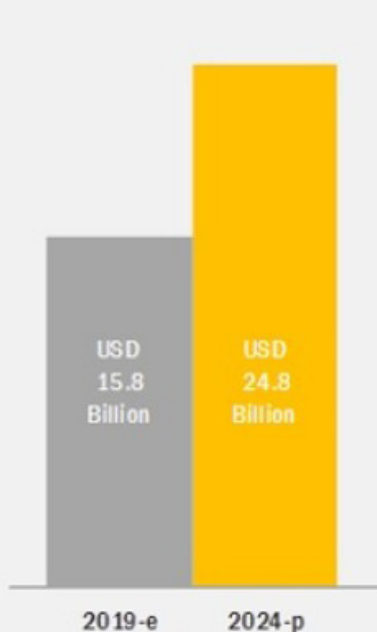
➤ International JOB Opportunities

WHY UNIFIED COMMUNICATION AND CONTACT CENTERS?

Why learn Unified Communication And Collaboration solutions as a career?

MarketsandMarkets estimates the global Unified Communications as a Service (UCaaS) market size is expected to grow from USD 15.8 billion in 2019 to USD 24.8 billion by 2024, at a Compound Annual Growth Rate (CAGR) of 9.5% during the forecast period. The key factors driving the growth of the UCaaS market include the increasing demand for UCaaS from both large enterprises and SMEs, and growing trends toward mobility and Bring Your Own Device (BYOD).

Attractive Opportunities in the Unified Communications as a Service Market

CAGR
9.5%

USD 15.8 Billion — 2019-e

USD 24.8 Billion — 2024-p

- The global UCaaS market is expected to grow from USD 15.8 billion in 2019 to USD 24.8 billion by 2024, at a CAGR of 9.5% during the forecast period.

- Enterprise mobility and BYOD trends are driving the market growth.

- APAC offers new opportunities for the UCaaS market vendors.

- SMEs are adopting UCaaS solutions and services at a faster rate as compared to large enterprises.
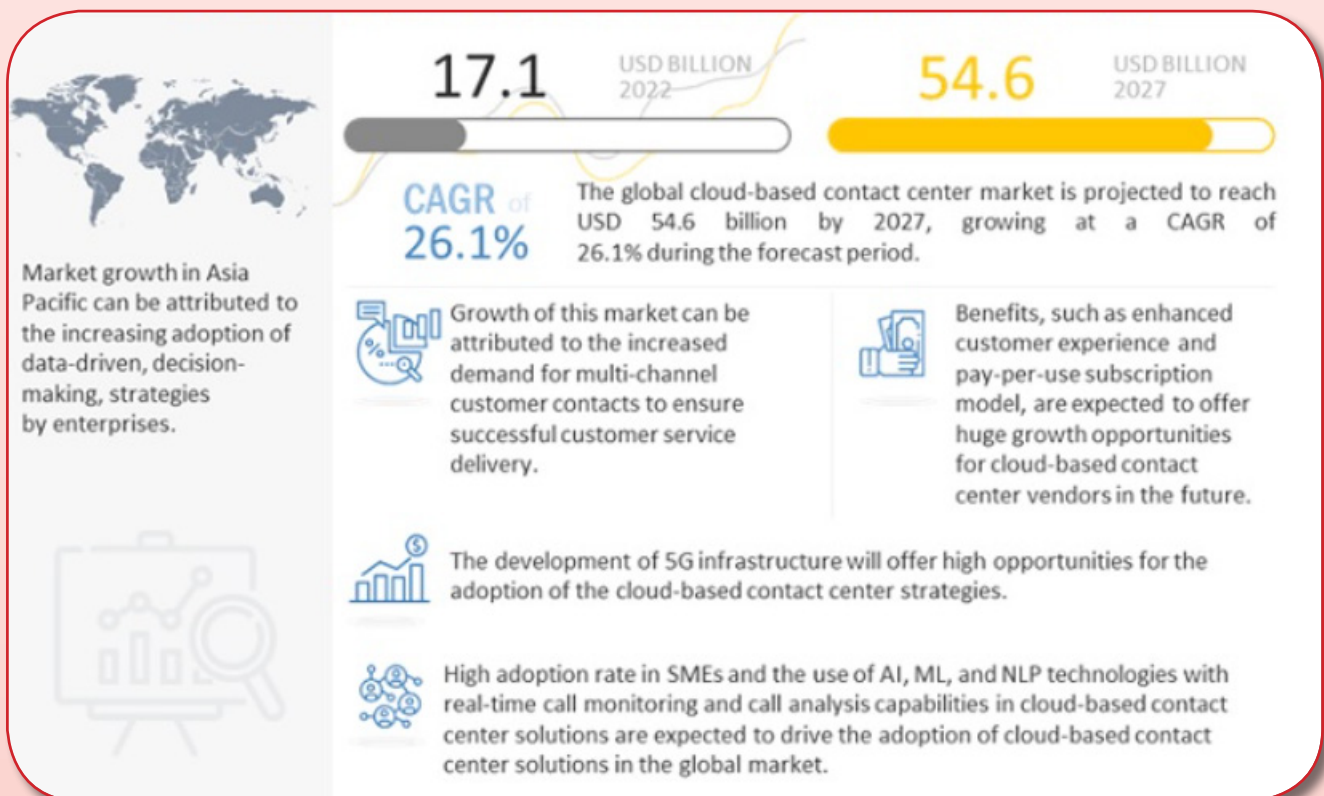
Source – MNM Analysis

WHY UNIFIED COMMUNICATION AND CONTACT CENTERS?

Why learn Contact Center solutions as a career?

The global cloud-based contact center market size is to grow from USD 17.1 billion in 2022 to USD 54.6 billion by 2027, at a Compound Annual Growth Rate (CAGR) of 26.1% during the forecast period. The rise in demand for multi-channel customer contacts ensures successful customer service delivery. Organizations across the globe are dedicatedly investing in AI and ML technologies to improve user experience and stay competitive in the ever-changing market environment.

17.1 USD BILLION 2022

54.6 USD BILLION 2027

CAGR of 26.1% The global cloud-based contact center market is projected to reach USD 54.6 billion by 2027, growing at a CAGR of 26.1% during the forecast period.

Market growth in Asia Pacific can be attributed to the increasing adoption of data-driven, decision-making, strategies by enterprises.

Growth of this market can be attributed to the increased demand for multi-channel customer contacts to ensure successful customer service delivery.

Benefits, such as enhanced customer experience and pay-per-use subscription model, are expected to offer huge growth opportunities for cloud-based contact center vendors in the future.

The development of 5G infrastructure will offer high opportunities for the adoption of the cloud-based contact center strategies.

High adoption rate in SMEs and the use of AI, ML, and NLP technologies with real-time call monitoring and call analysis capabilities in cloud-based contact center solutions are expected to drive the adoption of cloud-based contact center solutions in the global market.

Source: A report by www.marketsandmarkets.com

SELECTION PROCESS

STEP 01 Registration

STEP 02 Online Counselling

STEP 03 Online Test

STEP 04 Online Interview

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S. Mohamed Thoufiq
Associate Consultant Convergence

"Pleasure being a part of such an amazing community, It was my right path to enhance my skills in this Vast and booming domain . My training at Nextbridge Academy was upto the Mark with the utmost class facilities which boosted my interest towards the Unified Communication and Collaboration . I would like to thank the subject matter experts Mr.Dheeraj and Mr.Deepak for their everlasting guidance which made me much more confident and strong to achieve my goals !
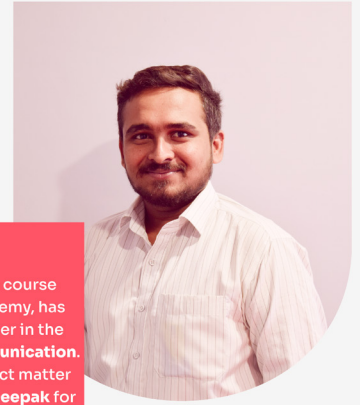
#LifeAtNBA

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Tony Prajwal Thandra
Associate Consultant Convergence

"The **professional** certification course provided by NextBridge Academy, has helped me in defining my career in the vast domain of **Unified Communication**. I would like to thank the subject matter experts, **Mr. Dheeraj** and **Mr. Deepak** for their well structured syllabus and innovative way of teaching methods. I'm much more **confident, self-driven, and collaborative** than before.

#LifeAtNBA

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Rohit Patil
Associate Consultant Convergence

"NBA has been a great contributor to the development of my personality. I have established my networking skills, time management and team skills and have also been able to advance these skills to the whole new augment level. The infrastructure of NBA is one of the finest in the region is what stands out the most. The best thing about NBA is the cross-culture interaction between students from various parts of the world

#LifeAtNBA

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Yashpal Dalal
Associate Consultant Convergence

"It was a great experience to be at NBA. I didn't know anything technically because I was not from a technical background but in the mentorship of Dheeraj and Deepak , I learned a lot of things in a short span of time. It was a very great learning experience. This training program has groomed me in every professional aspect like communication, technical, management skills ,corporate culture etc. I am proud to be a part of NBA.

#LifeAtNBA

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20+

People have made jobs with
NextBridge Academy

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CONTACT INFO

📞 7620194082 / 9766623410

🌐 www.nextbridgeacademy.com

LOCATIONS

🇮🇳
#119, SMR Vinay Hi-Lands,
HDFC Bank Lane,
Miyapur X roads,
Bachupally Road,
Hyderabad 500049, India

🇮🇳
404 & 405,
Konark Icon, Above Irani Cafe,
Kirtane Baug,
Kharadi-Magarpatta City Road,
Hadapsar, Pune -411028

🇬🇭
Ampomah Estate block B,
Adjacent Christian
Outreach Church
Adenta- Accra, Ghana

🇦🇪
RAK Free Trade Zone,
Al Nakheel Ras Al Khaimah,
United Arab Emirates.