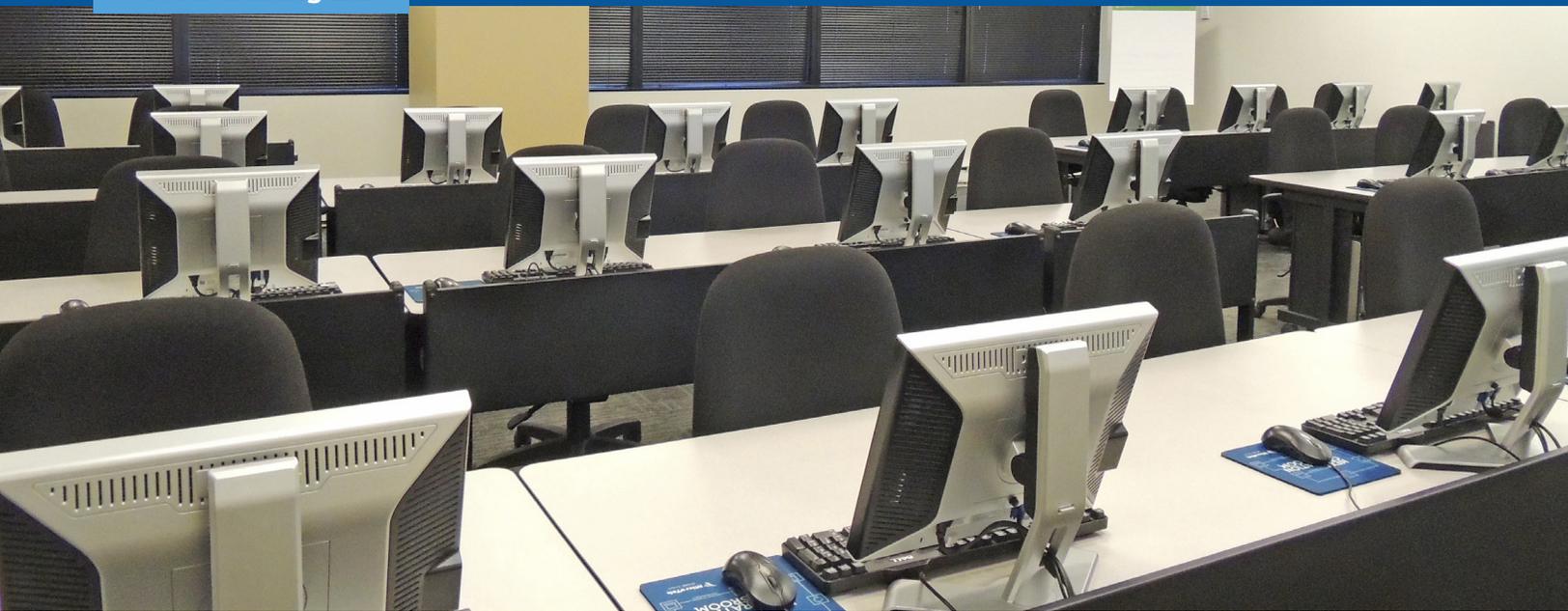


Case Study

Training Rooms
Virtual Training Lab

Financial Software Developer Utilizes MicroTek's Expansive Training Room Network and Virtual Training Lab to Expand Their National Training Program



Summary

A major financial software company who offers extensive training on their applications, business management and customer relationship management software was looking for a training delivery partner with extensive reach, flexibility and virtual options to accommodate its national customer training program. The client needed an end-to-end service delivery partner with expertise, a vast facility network and virtual learning options to:

- Conduct hundreds of events in 25 cities
- Expedite their training schedule
- Simplify their scheduling and training setup
- Deploy onsite training to their customers without the need to install software on resident computers



Software
Development
Client

Challenge

This client provides a wide range of training nationwide covering a broad scope of technical, industry related topics and certifications. The challenge for them was to find a training delivery company that could flex with their needs—with training facilities in all of the areas they were conducting training in. For courses delivered directly in their customer

MicroTek's expansive room rental network and Virtual Training Lab solution have allowed this company to simplify their nationwide training program for both in-class and remote training.

locations, they also needed a virtual solution that would allow them to provide the software training without significant IT set up and support prior to and during the training.

Solution

Using MicroTek's expansive room rental network, the company has scheduled hundreds of training events in 25 locations throughout the United States. MicroTek's technical support team imaged all necessary software onto the remote learners PCs and the live classrooms prior to training.

For the training events held at remote locations, MicroTek served up Virtual Training Lab. This cloud-based solution provided this client the flexibility they needed to train both onsite and offsite learners without the need for significant technical setup or involvement. The virtual environment allows instructors to teach courses at customer locations without the need to install software prior to class or worry about the specifications of the on-site computers. Instructors are able to show up and teach, while learners are able to access the lab with a secure URL.

Results

As a result of working with MicroTek, this financial software company has successfully expedited their training program reaching thousands of customers in a consistent, quality learning environment. MicroTek's support services helped them streamline their planning and scheduling. Tech support services have also reduced room and PC set-up, to help make training delivery more efficient.

By using MicroTek's Virtual Learning Lab environment, this client has been able to expand the reach of their training program without significant investment in IT resources or the addition of training locations.