

Helping a leading systems integrator exceed customer expectations



Rapid training on 10 IBM technologies

The situation

Headquartered in India, this leading technology consulting company operates in 27 countries worldwide. It specializes in systems integration and end-to-end services and solutions. The company had an urgent need to get 81 representatives fully skilled on 10 separate IBM products. The challenge was complex:

- Training was needed on a broad range of IBM technologies, including Spectrum Protect, FileNet, Content Navigator, Security Identity Manager, Control Desk, Rational and several other IBM software and hardware products
- Training had to meet the needs of IT developers and support personnel alike
- Training budget was tight, and the deadline was imminent

To overcome these challenges, this customer needed a training partner with proven expertise and a global presence. They chose the award-winning training and education services from Tech Data Global Lifecycle Management: ExitCertified.

The solution

ExitCertified had the ability to deliver this specialized training both quickly and cost-effectively. Given the customer's need to train specific individuals on multiple technologies quickly, the ExitCertified team customized its training modules by removing any overlapping content, which allowed for a shorter training period as well as a reduction in the customer's final costs. ExitCertified also developed pre- and post-assessments to identify the best candidates for training and to measure the effectiveness of the instruction they received.

Quick Facts

Industry information

- Technology consulting company

Firmographic information

- Global systems integration
- End-to-end services and solutions

Wanted

- Rapid, cost-effective training on 10 IBM products for 81 employees

Services provided

- Training customized to reduce costs and shorten the timeline
- Custom pre- and post-assessments to measure effectiveness

Outcomes achieved

- All 81 employees fully trained
- Enhanced competitiveness
- Higher success rates
- A standardized approach to future training

The outcome

The success of this rapid, low-budget training initiative gave the customer the confidence to keep working with ExitCertified, which continues to serve the customer with flexible training modalities that can be tailored to the needs of each employee. The training has improved the customer's competitiveness and success across a wide range of projects.

About ExitCertified

Since 2001, ExitCertified has been a trusted name in education, providing IT training and certifications from the brands you trust and delivering vendor-approved content unsurpassed in quality. By partnering with ExitCertified, you get to choose from more than 9,500 courses for 45 different technologies; learn from award-winning, certified instructors backed by a Fortune 100 company; and leverage one contact for all of your IT training needs.

Our flexible delivery formats are designed to fit the learning style of any student, which means classes can be completed either online — anywhere, anytime — or in person at your site or one of our many facilities. And we ensure the training never stops by offering complimentary support after your courses end. Contact ExitCertified today to start developing an IT training strategy that meets your organization's goals both today and in the future.

To learn more, visit ExitCertified.com

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