

Enabling IBM UrbanCode Deploy in financial services



Maximizing the value of new technology with cloud and DevOps training

The situation

With more than 40,000 employees worldwide, this leader in investments and wealth management knew that in order to remain competitive and exceed customer expectations, it would need to adopt several cloud products, particularly those from IBM. There were several hurdles to overcome:

- Though IBM UrbanCode Deploy had already been implemented, team members were not fully trained on how to use it
- Spread across multiple teams, countries and time zones, there were 93 administrators, operators and developers who needed role-based training
- The organization's budget was limited, and its deadlines were extremely aggressive

This customer recognized the need for a training provider who had the expertise, responsiveness and global footprint to train a worldwide employee group. The customer turned to the vendor-approved training and education services from Tech Data Global Lifecycle Management: ExitCertified.

The solution

ExitCertified immediately set to work developing custom role-based training materials for IBM UrbanCode Deploy based on the customer's needs. These custom modules included a lab environment with hands-on exercises that replicated the customer's real-world scenarios. ExitCertified also engaged its regional support teams to speed up the delivery of training, and shortened the training timeline by combining live virtual instruction with collaborative mentoring for a truly dynamic and immersive learning experience.

Quick Facts

Industry information

- Financial services

Firmographic information

- North American investments and wealth management

Wanted

- Role-specific training in IBM UrbanCode Deploy for 93 professionals spread across multiple countries

- Results within a tight budget and timeline

Services provided

- Custom training with real-world, hands-on labs for a global IT team
- Live, instructor-led virtual training
- Collaborative mentoring
- Continued support after training

Outcomes achieved

- Full team competence with IBM UrbanCode Deploy
- Complete satisfaction of customer's evaluation criteria
- A long-lasting relationship between the customer and ExitCertified

The outcome

Within the customer's timeframe, ExitCertified boosted the confidence of the 93 professionals, enabling them to make full use of IBM UrbanCode Deploy's capabilities. Several years after this success, the customer continues to rely on ExitCertified for all its training needs.

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](https://www.exitcertified.com)

“

ExitCertified also engaged its regional support teams to speed up the delivery of training, and shortened the training timeline by combining live virtual instruction with collaborative mentoring for a truly dynamic learning experience.