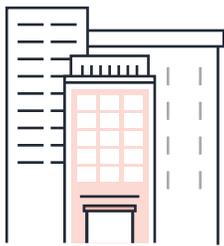


# Virtual Training and LMS Integration: A Partner Success Story

SUCCESS STORY

Administrate

## Company Background



Administrate is a training and learning management platform delivered from the cloud. The company's award-winning software helps training companies and training departments manage their entire operation. Unlike traditional learning management systems, Administrate is a comprehensive online platform focused on making the administration, logistics, and reporting of training and learning activities easier while also helping deliver outstanding eLearning, blended learning, and classroom instruction to millions of students. Fortune 500 multinationals and a host of other companies trust Administrate's platform for all of their training management and eLearning needs.

<https://www.getadministrate.com/>

## The Challenge: Providing a Seamless Experience for Joint CloudShare and Administrate Customers

*"When I saw how fast CloudShare ran and the rich training features it provided, I was super impressed."*

John Peebles,  
Administrate CEO

With numerous software vendors and educational institutions among their customers, Administrate quickly realized that many could benefit by providing end users with hands-on software training. "Anytime you can have students be more hands-on, the better. We knew that being able to recommend a virtual training labs vendor would help both customers and students," said Administrate CEO John Peebles.

Administrate wanted a partner who could not only provide their customers with a robust, full-featured training lab platform, but who could also easily integrate with Administrate to provide both trainees and administrators with seamless and efficient experiences.

An IT lab administrator in the past, Peebles understood just how complex virtual IT labs can be to set up and administer. "When I saw how fast CloudShare ran and the rich training features it provided, I was super impressed. And after speaking with the CloudShare management and spending time with the team, I was excited that we shared the same passion and commitment to our customers' success."

While the companies understood that they provided complementary offerings, Administrate and CloudShare knew that if customers implemented both systems as separate silos, it would result in a less than ideal customer experience. "The challenge became, how can we best connect our products to provide end users with a seamless training experience, without getting separate emails from different systems, and without needing to duplicate lots of data entry? It's hard enough to get end users excited about training, but to have them manage multiple emails and sources of information about a class makes it even more difficult. Automating workflows across systems is key to providing an optimal experience," added Troy Michels, Chief Product Officer at Administrate.

# The Solution: Seamless Integration and Delivery of Virtual Training

*"It may seem simple on the face of it, but integrations like these can be a major change to the quality of life for our joint customers."*

Troy Michels,  
Administrate Chief Product Officer

Administrate and CloudShare worked together with customers to develop a deep integration that saves customers time and increases accuracy when synchronizing classes, students, and instructors between the systems. "It may seem simple on the face of it, but integrations like these can be a major change to the quality of life for our joint customers," stated Michels.

By automatically syncing course information between the two systems, the Administrate – CloudShare integration allows customers to manage all their courses and communications from within Administrate, while maintaining full control over CloudShare's virtual training labs.

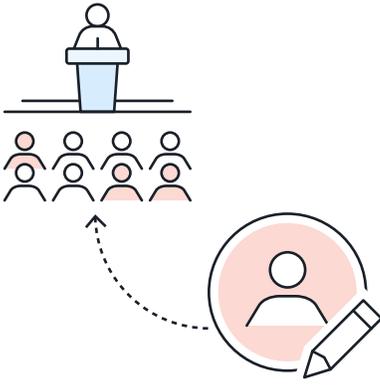
## Syncing Events

A customer can simply choose to sync an event created in Administrate with CloudShare. The integration automatically creates an event in CloudShare by pulling in all vital data, such as the time, date, and resources, and also pulls back into Administrate all the important information students need from CloudShare, such as the URL and passcode for their specific training lab. Syncing events not only eliminates duplicate data entry for administrators, it makes sure that all information is accessible in a centralized system.

Student data in Administrate synced to CloudShare with a click

Status	Student Name	Account	Expires	Registration	Result	Notes	Learning Track	Price
Active	Chris Beswick	Administrate	-	38169		-	-	USD 3,000.00
Active	John Peebles	John Peebles	-	38168		-	-	USD 3,000.00

Opportunity	Number of Places	Reserved
No items found!		



## Registering Students

The Administrate – CloudShare integration can also be arranged to ensure that students who register for events via a customer's online portal that includes training labs are automatically registered both in Administrate and CloudShare. The registrations trigger an email to be automatically sent to the students containing all the pertinent information they need for their chosen training, including a confirmation of the date and time, the link and password to their labs, along with course material. The integration to the customer portal not only guarantees that students are set up on both Administrate and CloudShare platforms, it also ensures that students receive communications from one centralized point, instead of being overloaded with communications from different systems.

**Through the use of standard APIs, integrations can be easily customized to accommodate customers' unique requirements.**

## Results and Benefits

*"This integration has a huge halo effect of positive benefits for our customers. Joint customers are able to focus more time and energy on improving their content rather than on dealing with how to deliver it."*

John Peebles,  
Administrate CEO

Joint customers of Administrate and CloudShare benefit from the seamless and automated workflows between systems. The integration creates several important advantages for these customers, including:



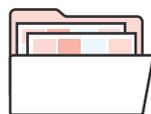
**Streamlined Student Experience** – Students are set up on both platforms, but only receive one set of communications from a centralized location.



**Efficient Administration** – All courses can be managed from within Administrate, even if they are run from one of CloudShare's virtual training labs. Duplicate information required for both systems is synced automatically rather than manually. With more time available, staff can manage more training without having to increase headcount.



**Positive Brand Reinforcement** – With the process simplified and seamless, students associate this positive and transparent experience with the end customer's brand.



**Easier Monetization** – Hands-on software training, whether instructor-led or self-paced, provides effective learning modes that trainees are willing to pay for. By enabling customers to easily add virtual training labs to their portfolio and making them an integral part of their Administrate workflows, customers gain a great opportunity for revenue growth and monetization.

# About CloudShare



Since 2007, CloudShare has been the leading supplier of virtual IT labs in the cloud, with specialized solutions designed to meet a wide variety of business needs – including training, sales enablement, and sandboxing for testing and support. Offering unprecedented ease-of-use and efficiency, CloudShare’s advanced technology and features turn cloud-based resources into true cloud solutions.

CloudShare customers include many leading software and cybersecurity companies, such as Palo Alto Networks, Atlassian, ForgeRock, Sophos, Dell and HP.

To learn more about how CloudShare’s advanced lab solutions can benefit your business, visit us at [www.cloudshare.com](http://www.cloudshare.com).

