

CloudShare Enables Advanced to Train More With Less Under Any (Weather) Conditions



When you're one of the largest training companies and providers of business software, customers rely on you to make sure their users can use what's been purchased. When you can't meet training demand, when a storm threatens your ability to carry out a session, you've got to make a change. For Advanced, a time-consuming, costly face-to-face approach was dampening customer relationships. In CloudShare, they found a way to do more training with less resources, faster, and perform under any conditions.

Company Background

Advanced is the United Kingdom's third-largest training company and provider of business software and services. Its 2,200 employees serve 19,000 customers involved in areas such as finance, healthcare, law, education, manufacturing, sports, entertainment and charitable work. This includes such household names as the British Broadcasting Corporation (BBC), Royal Bank of Scotland (RBS), the National Health Service and Liverpool Football Club.

www.oneadvanced.com

The Challenge

Advanced Training needed to be able to scale, lower the cost and time required for their programs, and do it all faster.

Advanced had been relying solely on in-person training to ensure customers knew how to use their software and to keep its own employees versed on products. The company's solutions overcome difficult business challenges, so its training services focus on removing complexity.

At any given time, a team of 14 instructors – each focused on specific product sets – could be training more than 60 organizations on solutions for human resources (HR), another 50 on payroll, 40 more on financial technology. There are courses for systems management to configuration, product upgrades to producing reporting. The participants and skill levels are just as diverse.

Under its face-to-face approach, too much time and money was eaten up travelling to customer sites, scheduling, shipping equipment and more. Even sessions at Advanced Training Centres required a lot of cost and legwork. Yet, with new product versions coming faster than ever, demand for training kept growing - and the team at Advanced was feeling overwhelmed.

At first, customer training had to be delayed. As a backlog grew, it needed to be limited. Customers weren't happy about being turned away. And, they were increasingly pushing back about having to put work on the backburner while employees attended multiple day sessions.

Advanced Training needed to be able to scale, lower the cost and time required for their programs, and do it all faster. A storm was brewing, operationally and literally, which turned out to be a good thing.

The Solution

Advanced fast-tracked adoption, took their training to the cloud, and performance soared.

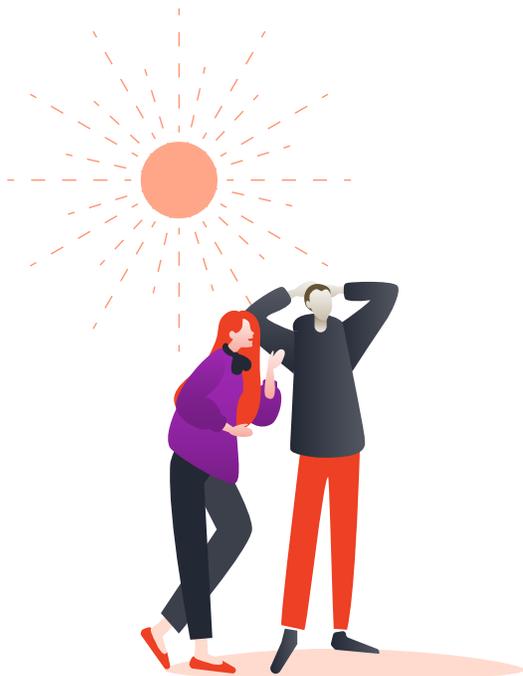
Advanced realized pressure could be relieved by a move to the cloud and virtual training. With an internet connection and a browser, users could be trained wherever they were located, regardless of the number. No travel costs or shipping to arrange. Time away from the office could be greatly reduced.

As a leading provider of specialized cloud environments, CloudShare caught their attention. Advanced saw how the platform could scale. They realized it would allow more immersive, in-depth training, ideal for complex material, especially with hands-on, real-world environments.

What Advanced heard about the instructor experience connected, too. Faster class spin up and easy access. Over-the-shoulder monitoring and chat so they could help users when they needed it most. Build-it-once training modules that could be reused to save time and resources.

CloudShare could simplify their work, while cost-effectively improving both speed-to-delivery and user experiences. The Advanced team got sign-off to give the platform a try, envisioning a limited test. But something happened with a session early-on that expedited things.

According to Claire McCrudden, senior trainer for Advanced: "As we gave CloudShare a try, we continued to rely on face-to-face. However, one day, we headed out for a session. We got to the site on time, the trainees did, too. Everything was ready except for one thing - the equipment - it never arrived due to a storm.



"We were panicked but remembered we could access CloudShare and that it had easy-to-use templates. We gave it a try, built a course on the fly and the training went off without a hitch. We knew we had our solution."

Claire McCrudden,
Senior Trainer

Results and Benefits

“Our success is based on customer feedback; we survey after every engagement,” said Dianne King, group customer training manager for Advanced. “Getting these filled out was tricky enough, but not only are we now getting many more responses, we’re constantly setting new highs in satisfaction.”

Dianne King,
Group Customer Training Manager

With CloudShare’s virtual training labs, Advanced was able to quickly transform their training and eclipse even their most ambitious goals.



Scaling Success

Rapidly build 150+ courses that have already served 19,000+ users at SMBs, corporations, charitable organizations and more.



Improved Capacity and Customer Satisfaction

Able to fulfill all requests and reduce the hours needed for trainees to be away from the workplace.



Increase Time Savings and Control

Reduced image maintenance from six days per month to just hours by moving resources from multiple locations and dozens of laptops to CloudShare. Enables easy reuse with auto updating ensuring version control.



Reduced Load

Created Online Training Bites, particularly ideal for customer refresher courses, successfully converting 11 days of classroom to 23 short, instructor led sessions.



Expanded Options

Can now hold training virtually, in-person or as a blend, giving customers greater options and flexibility.



Better, Safer Experiences

All courses now feature hands-on activity in highly realistic scenarios. And because participants engage in isolated, risk-free virtual environments, they’re more likely to explore and retain information.

Finally, key to the Advanced training team is measuring performance, and with CloudShare they’ve gained greater visibility. The platform enabled the organization to increase its delegate evaluation rate by more than 25%. What’s more, the team has comfortably exceeded its customer evaluation rating goal of 5.2 out of 6 every month, and its net promoter score has reached an all-time high as well.

About CloudShare



As the leading supplier of virtual IT environments in the cloud, CloudShare provides its clients with specialized solutions designed to meet a wide variety of business needs – including lab environments for virtual training, development and testing, and sales demos and POCs. All CloudShare environments are completely customizable and offer on-demand access to infrastructure resources such as servers, storage, networks, and software.

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.

