cloudshare | sisense

Sisense Deploys CloudShare to Support Virtual Training Initiative

Introduction

First established in 2004, Sisense is a business intelligence solution focused primarily on the SME market. With over 800 employees and average annual revenue of $140M, the firm works with more than 2,000 customers worldwide. Though its initial focus was on research and development, the company has grown in leaps and bounds since publicly releasing its products in 2010.

To deliver virtual instructor-led training to its customers, Sisense turned to CloudShare.

The Challenge

Because Sisense has customers all over the world, in-person workshops aren't always feasible. Its previous remote training solution proved complex, time-consuming, and lacking in features such as over-the-shoulder view.

The Solution

CloudShare's all-in-one virtual training platform provided Sisense with the capacity to quickly spin up any training environment, while also offering excellent performance, control, and functionality.

The Results

Sisense now leverages CloudShare not only for onboarding, but also for customer enablement and live demos. The company is currently exploring several new use cases for the platform.
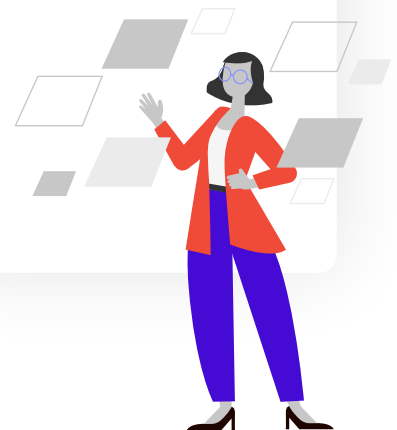
The Challenge

Business intelligence tends to be complicated by nature. In order to help its clients overcome that complexity and get the most out of their deployments, Sisense offers a range of courses and workshops. This training not only introduces new users to the platform, but also coaches existing clients on new capabilities and best practices.

Because it has customers all over the world, many of the customer training materials offered by Sisense were delivered online — with the unfortunate exception of instructor-led workshops and classes.

This created several problems for both Sisense and its customers:

1. **An unpleasant divide**

   Sisense's customer training division employs a number of business intelligence consultants and technical support engineers. Bringing these professionals on-site for hands-on training with customers is prohibitively expensive. As a result, only Sisense's larger clients could afford in-person training; smaller businesses simply had to make do with lectures and webinars.

2. **Untenable complexity**

   Sisense didn't lack the capacity to create remote training environments. The issue was that the process for doing so was complex and time-consuming. In many cases, in-person training was nearly more cost-effective. Sisense's remote environments also lacked several core features, such as over-the-shoulder view and screen sharing.

3. **A lack of standardization**

   In the absence of an established virtual training platform, the learning experience for many customers was inconsistent. Some clients might work directly with a consultant via an in-house workshop whilst others might rely on Sisense's comparatively limited VILT.
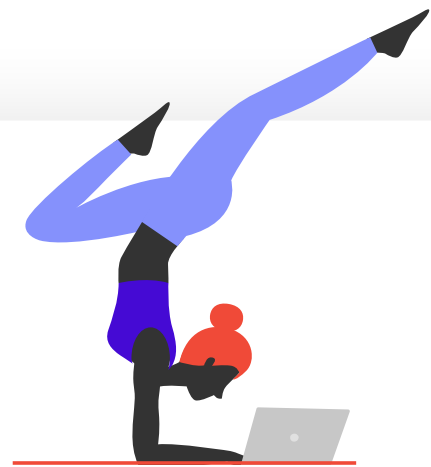
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> *We knew there was a demand for virtual instructor-led training, but we lacked the capacity to provide it. Spinning up environments was simply too complex and time-consuming. We needed a simpler way to deliver standardized, remote instructor-led training.*

The Solution

> ❝ *CloudShare did everything we needed it to do, and the support we've received from them has been phenomenal. They've been incredibly communicative and involved from initial deployment through to the present day.*

According to Adva Almog-Dadush, Sisense's Training Program Manager, Sisense evaluated a number of different vendors before eventually choosing CloudShare, which outperformed its competitors in several key areas:

1 **Flexibility.** The capacity to effortlessly simulate and spin up any type of operating environment, allowing trainees to experience how Sisense functions within their own software ecosystem.

2 **Performance.** Supported by multiple global data centers, CloudShare offers 24x7 performance and near-100% uptime. Per Adva, the other solutions Sisense evaluated all had performance gaps.

3 **Features.** CloudShare provides instructors with a number of powerful, intuitive tools to support student engagement.

4 **Controls.** CloudShare provided Sisense with a level of granular control that it could not find with any other competitor. The ability to directly manage everything from policies to blueprints to courses would prove invaluable to instructors.

The Results

CloudShare has simplified Sisense's virtual training, empowering instructors to seamlessly provide education and guidance.

Since deployment, Sisense has also begun exploring other use cases for the platform. The first of these is self-paced training.

Online courses can now combine high-quality online material with explanations, demos, and hands-on practice via virtual labs. This provides new customers with a stable environment to learn about Sisense without having to worry about configuration or quality assurance. By providing customers with this kind of sandbox environment, Sisense also assists them in troubleshooting.

The company eventually intends to augment this use case by integrating CloudShare with its Learning Management System, Litmos.

By next year, Sisense also plans to wrap CloudShare into its lifecycle management process. Existing clients will be able to explore and experience new release versions in a virtual lab before deploying them to their own environment. This will not only help customers familiarize themselves with new features, but also allow them to troubleshoot prior to rollout.

"It doesn't make sense for CSMs to train every time with every new feature," explains Almog. "With CloudShare, they don't have to. It's a customer enablement tool for them."

Finally, Sisense's product marketing team is leveraging CloudShare for more compelling, engaging POC demos.

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> *We've received excellent feedback from our customers. They especially like the CloudShare Lab Environment for hands-on troubleshooting and learning*

Conclusion:

Complex training made simple

Sisense recognized that it needed to do more to bring customers into the relatively complex world of business intelligence. Not every customer could afford in-person training. To ensure that each and every client received the best guidance and support possible, Sisense put its trust in CloudShare — a decision that has paid off in spades.

"At Sisense, our goal has always been to help customers transform the way they work through embedded business intelligence," concludes Almog. "Part of that is ensuring each client understands how to use our tools to their greatest potential. CloudShare has been instrumental in that regard, allowing us to present a stable, practical environment for training, troubleshooting, and practice."
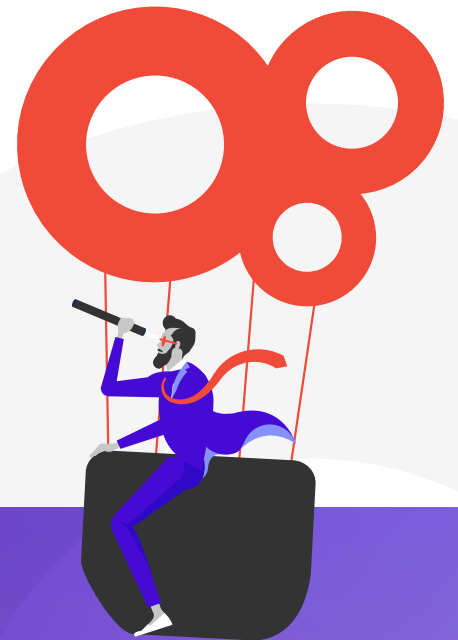
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The simplicity on both sides of the platform is incredibly liberating. With CloudShare, we can directly support our users wherever they are without a problem.

About Us

What is CloudShare?

CloudShare is a leading software experience platform that helps software companies increase customer acquisition and retention by creating highly engaging hands-on virtual POCs, demos, and training environments in minutes.

Our virtual experiences are easily replicated in the cloud and purpose-built to generate user engagement that ultimately impacts key business metrics such as repeat purchase rates, lower support costs, higher win rates, faster sales cycle, and more.

We are proud to serve leading global software companies such as Palo Alto Networks, RSA, Motorola, Atlassian, SAI Global, ForgeRock, Dell, Salesforce, and many more.

To learn more about how CloudShare's advanced hands-on software training solutions can benefit your business, visit cloudshare.com

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