

Identity Management Company Cuts Lab Creation Time by 94% with CloudShare's Training Lab Solution

How does a top-end digital identity management solution, which manages billions of digital identities worldwide, scale up their training abilities six-fold in just a few short months?

ABOUT



As one of the fastest-growing digital identity management solutions in the world, this specific company transforms the way hundreds of millions of customers and citizens interact with businesses and governments online, providing better security, building relationships, and enabling new cloud, mobile, and IoT offerings from any device or connected thing. The company's identity and access management platform manages billions of digital identities worldwide.

Since the company develops open source and freely-available software, its true intellectual property derives from the training and support of its platform. Its training program consists of highly intensive 5-day courses—strongly focused on providing students hands-on experience in realistic lab environments.

THE CHALLENGE

Find Scalable and Effective
Training Platform



In just a few short years, this leading digital identity management solution scaled up its training delivery by 1900%. As training delivery expanded from one course per month to one per course per week, the lab environments they had created using a large computing platform company, quickly became unworkable.

25% of the company's IT resources were dedicated just to setting up and taking down training labs each week, rather than developing and delivering training. It was time to find a training lab solution that was efficient enough to handle the workload.

"We've scaled the business without having to give another thought to the platform we're running on"

Kevin S, Director of Global Training

THE SOLUTION

Going Totally Automated and Taking Control of Training Ecosystem



The company brought CloudShare onboard, and were almost immediately able to compress their lab creation time by 94%.

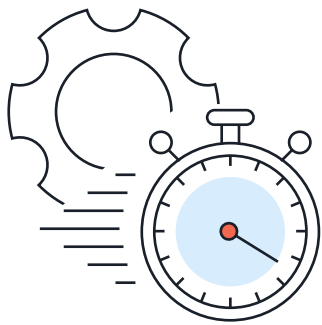
In their search for a more streamlined solution, they developed a clear technical vision as to how they would build their training ecosystem. The goal was to set up a totally automated system in which a student registers for a class and everything else – including preparation of the lab environment – happens automatically. As Kevin S, the company's Director of Global Training said, "It was clear that our last provider was never going to get us anywhere near to meeting this goal." According to Kevin, every platform in the company's new model must meet two core criteria:

1. It must be completely cloud-based—built on a true SaaS model
2. It must include a REST API.

The company quickly saw that CloudShare delivered on both these criteria.

THE RESULTS

A Lean Operation and an Incredible Time-Saver



Instead of taking 3 to 5 days to build a base image for a class, it took just a few short hours.

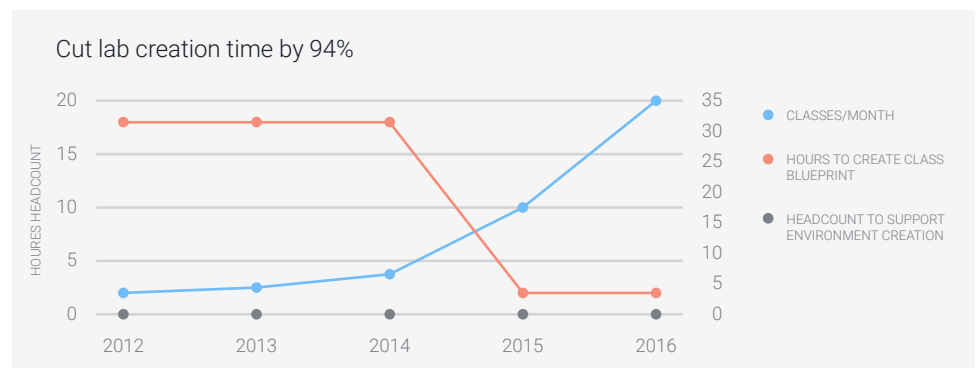
"It took one engineer just a few hours one morning, and it was so much easier to build than anything we'd ever done previously."

Perhaps even more critical, by using CloudShare, the company managed to scale up its course delivery even more—from one class per week to 5 or 6 classes per week—all without needing to employ additional people to do non-core tasks.

The company have been more than impressed by CloudShare's ability to enable developers to do all of their work in creating labs in a true cloud-based platform.

"I can be sitting in a Starbucks in Central London and build a new class environment. In fact, I can build an entirely new blueprint for a class while sitting in front of a web browser. I need nothing else to do it."

In addition to CloudShare's scalability and unrivaled environment building power, the company also benefits from CloudShare's training-specific features. Instructors find the Instructor Console particularly effective because it gives them the ability to directly interact with the student environment—even when teaching across continents.



THE FUTURE:

Continued Growth



In the coming years, the company anticipates continued growth of 100 to 150% in its course volume. It continues to move toward its goal of an entirely automated training ecosystem. In this context, CloudShare's forward-looking features have become increasingly important.

"The cloud world is starting to get more sophisticated, and people are linking systems together. I know that I'm not going to have to re-engineer what we're doing for our lab platform because CloudShare already does that. They already have a REST interface. They already have a Zapier interface. That's incredibly powerful because the next evolution of the classroom environment is going to be driven by integration technologies like that."

The company appreciates the true partner it has found in CloudShare and foresees a bright future in the relationship.

"The technical guidance we've gotten has been phenomenal, and we've had good, regular updates on the roadmap. And that's a proper partnership – one in which both sides are listening."

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.

To learn more about how CloudShare's advanced lab solutions can benefit your business, visit us at www.cloudshare.com

