

BWise® Academy overcomes scalability and IT hurdles to leap ahead with CloudShare's Virtual Training Labs

CASE STUDY

As the industry leader in governance, risk and compliance (GRC) technology, BWise® is relied upon by innovators across the globe. However, the mission of BWise Academy – the entity responsible for training clients – was threatened by aging infrastructure. It found a solution with powerful new capabilities to grow its training efforts with CloudShare.

Company background

As a global GRC technology leader, BWise helps enterprises drive process efficiencies, enhance accountability and reduce costs for improved decision making. It supports companies of all sizes and in various industries with operational risk management, internal audit, internal control, compliance and information security programs.

The challenge

“I wanted to dream up better course materials and improve training quality, not lose sleep worrying over the technical issues holding my team back.”

Ten years ago, Vincent Perquin started the BWise Academy. His goal was two-fold: provide his clients' end users and technical administrators with training to effectively use and configure the BWise GRC software, and create a new profit center for the organization. A firm believer in the idea that the only way to learn software is with hands-on practice, Perquin understood that he had to give each and every student their own environment.

Perquin was right. With increasing numbers of partners, customers and employees, interest in the Academy grew rapidly, with his team conducting training and certification programs both onsite and remotely for individuals and groups worldwide.

In fact, it became too popular and BWise had to deny training requests for clients because its internal VMware solution could not keep up with customer demand. The outdated infrastructure required constant IT maintenance. Resources had to be juggled to fulfill basic requests and they were not on IT's priority list.

Scalability and management had become a nightmare, as the BWise training solution lacked flexibility to spin up classes on short notice.

The solution



“From day one, I was already convinced that CloudShare was the right solution for us. If I have to create a class in an hour, I can just send out an invitation and the environment is built for that class. That kind of flexibility wasn’t even thinkable with AWS.”

In late 2017, Perquin learned his team would be moving to a new location, which meant the end of the local infrastructure environment used for training. He was tired of the maintenance issues, as well as the constant need for support, and the infrastructure’s limited capacity and features. He saw an opportunity to finally make the improvements he wanted.

One option was to build BWISE Academy requirements on top of Amazon Web Services (AWS). However, this was ruled out because the business model of AWS was not meeting the Academy’s business model. Simply rolling out a class on short notice would require additional protocol work with AWS, making it difficult for Perquin’s team to be as responsive as needed. In addition, customer and partner firewalls, proxies, and security, presented even more issues. The same was true of a proposed solution utilizing an offsite data center.

Perquin wanted a hassle-free platform for the long term. He found his answer with CloudShare.

CloudShare helped Perquin eliminate his many maintenance issues and decreased his reliance on his internal IT team. This let his training team become more independent and drive their own training courses and resources. BWISE’s training organization could easily automate functions, create and spin up environments fast and on-the-fly, and only pay for their actual use. And wherever there was an Internet connection, the organization could provide training immediately.



If a new person shows up unexpectedly to a class, instead of causing a major hassle, an instructor can provide them access to a personal environment in minutes. With CloudShare, the BWISE training team gained the scalability and flexibility to meet client demands. And by partnering with a leading innovator, Perquin knew that CloudShare would ensure that its solution remained out-front and ahead of market trends.

The results

“I had discussions with members of our management team and told them that CloudShare is the backbone of the Academy. Without CloudShare, we cannot deliver training,” said Perquin. “They’ve seen what we accomplished and understand how essential CloudShare is to our customers, partners and future prospects.”

Deployment began in March of 2018, and after just two months, the Academy’s programs were up-and-running and the staff itself was fully trained. By year’s end, Perquin and his team had conducted more than three hundred sessions that trained thousands of people, with each class making use of CloudShare labs. Early estimates indicate that training output increased more than two-fold from 2017.

Additional benefits to BWISE include:



Simplified processes and the ability to automate tasks, saving time and letting the training team accomplish more;



Ability to quickly scale, handle requests on-the-fly and conduct a greater volume of training sessions;



IT-independent and maintenance-free infrastructure;



Greater accessibility and performance reliability, regardless of trainee or trainer location;



Increased ROI through better utilization of staff and resources, and improved efficiencies.

CloudShare also provides the BWISE trainers with visibility into what trainees are doing, letting instructors jump in and offer assistance when it is needed most. Reporting features offer insights into what is and isn’t working, enabling increased program efficacy.

Expanded use for trials and demonstrations

At the request of BWISE account managers, BWISE Academy expanded its use of CloudShare to offer interested prospects an opportunity to “try before they buy.” Within minutes, local administrators can send an invitation with a link to a test environment for a hands-on product experience. In addition, its presales team uses CloudShare environments to show actual demo environments and provide leave-behind trials.

“The BWISE Academy is everything you’d want in a customer,” said CloudShare Virtual IT Labs Expert, Lee Berkman. “They’re smart, they’re open to additional applications, and they understand the value of working with a true partner. Seeing what they’ve already achieved in such a short time makes it really exciting to imagine what we can do together in the future.”

About CloudShare

As the leading provider of virtual IT labs, CloudShare gives its customers specialized solutions designed to meet a wide variety of business needs - including lab environments for virtual training, development and testing, sales demonstrations and proofs of concepts (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 leading software and cybersecurity companies such as Palo Alto Networks, Atlassian, ForgeRock, Sophos and Fortinet.

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

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