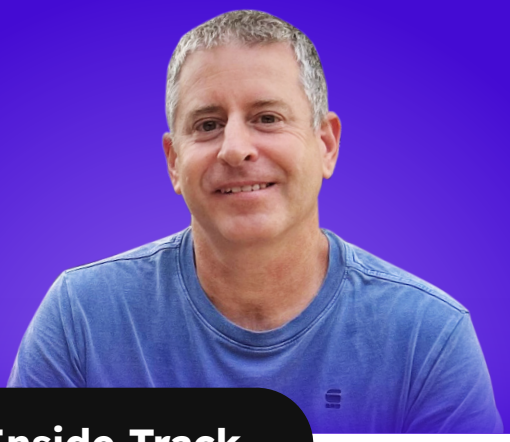

Ran Barzilai is Director of Technical Support and Training Services at Thales. He has more than 20 years of successful experience in worldwide Customer Service and Customer Support in the cyber and networking fields. We asked him ten key questions about his strategy and vision.

THALES
Building a future we can all trust

Inside Track

Cyber Training

01

Q What's at the top of your to-do list this quarter?

A Moving all we can to self-paced. **Customers want accessible self-paced training** they can simply register for and take without having to join a scheduled instructor-led session.

02

Q What are the essential elements of a successful course?

A The result of a product-related course should be hands-on skills, so at least **50% should consist of hands-on workshops.**

03

Q What technologies are essential?

A A flexible LMS supporting integration with virtual labs, customer satisfaction surveys, billing and more, is vital. **More integrations mean less manual burden.** Looking ahead, AI-powered knowledge assessments will also be key.

04

Q What capabilities should training directors look for in a virtual lab solution?

A Ease of use for class setup, over-the-shoulder view for guidance, **simple environment duplication** and on-the-fly changes, plus effective cost control features - all of those are must-haves.

05

Q How do you currently reduce the time and cost of content creation?

A Self-paced content needs narration, which is time-consuming to prepare and modify. That's why we adopted an **AI voiceover solution** that saves significant time and money.

06

Q What are the overall goals of your training strategy?

A Our aims include growing the Thales training portfolio, and **increasing the number of knowledgeable engineers** among our customers and partners, thereby reducing support tickets and costs.

07

Q What's the single most effective metric you use to measure training ROI?

A That has to be the **cost of delivery** (including development time and licenses for third parties) in correlation with **revenue per quarter or per product family.**

08

Q How do you connect your training goals to overall business goals?

A Our training goals are built around **knowledge intake** by our students (customers and partners) which drives **customer success** as well as **constant cost reduction.**

09

Q How do you capture and implement participant feedback effectively?

A Our Customer Experience team operates a centralized service for all departments. They send **customized surveys** to every course participant. We then analyze the data via our BI platform and act accordingly.

10

Q What advice would you give to your peers in cybersecurity training?

A Always **be open to alternative tools** recommended by your peers and always make time for brainstorming new ideas and tactics that may better serve your needs!

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About CloudShare

CloudShare is the market-leading virtual hands-on lab for software training, sales demos, and POCs, replicating real-world scenarios in safe and secure "play & break" environments. Our solution has been delivered to millions of users worldwide by customers automating environment creation at scale.

With a proven track record of technological excellence and innovation, CloudShare provides a fast and easy way to spin up wonderfully collaborative sales, training, and innovation experiences in minutes. We proudly serve global software companies such as Salesforce, Atlassian, Motorola, Palo Alto Networks, Ping Identity, and more.

For more information, **contact us here**.