



Shai Raz, Global Director of Customer Education & Onboarding at AlgoSec, is an experienced leader in the fields of learning, organizational development and complex system implementation in the high tech and defense industries. We asked him ten key questions about his training strategy and tactics.



Inside Track

Cyber Training

01

Q How would you describe the primary goals of your training and how do you evaluate success in reaching them?

A We serve customers and partners with different goals. Customers need product skills; partners need selling, demoing, and operating capabilities. **Success is measured through certifications** at class completion.

02

Q What role does certification play in your team's KPIs?

A Certifications inform major KPIs. We track learner volume, completion rates, and pass rates. Impact matters too—**improved adoption, reduced support tickets, better usage, and partner enablement** effectiveness.

03

Q How do you measure training coverage within a customer or partner organization?

A We use a **Training Health Score** to assess coverage—how many end users are certified and maintain certifications. Sales teams have targets per account size, tracked quarterly in QBRs through Salesforce.

04

Q Do you use a credit-based system for training courses and certifications? How does it work?

A Salespeople **bundle training credit packages by deal size**—large deals get large packages. After closing, we scope actual needs and create training plans. Credits are deducted as people consume training.

05

Q How do you define the impact of training on overall business outcomes?

A We enable real performance and business scaling, especially with partners. Knowledgeable customers are happy customers who buy more and renew. **It's about outcomes, not just numbers.**

06

Q What's your approach to incorporating virtual hands-on labs within your overall training curriculum?

A Labs are everywhere except in free introductory modules. **Certified training includes 50% lab time.** Our learning circle is essentially presentation, demo, practice—from simple UI processes to code-level customizations.

07

Q What factors should your peers consider when selecting a virtual lab solution?

A Key factors include simulating SaaS-on-premise integrations effectively, on-demand lab launching for self-service, and **seamless learner experience for automated self-paced courses.** Avoiding infrastructure setup time is also crucial.

08

Q Do you face specific challenges around end user training progression at customer organizations?

A Tech employee turnover is relatively high, and a key challenge in on-prem - as opposed to SaaS - is in **identifying each end user**, knowing if an individual has left the company, and making sure each remaining learner's training journey is optimized.

09

Q How do you use your virtual lab solution beyond course delivery?

A Sales engineering uses CloudShare for POCs, **spinning up customer environments efficiently without relying on customer resources.** We've scaled this globally, sharing blueprints across all geographies.

10

Q How do you measure and improve the student experience in virtual learning environments?

A We monitor **training satisfaction scores (CSAT)** weekly per class. Operations managers and trainers track issues and report back, with quarterly trend analysis for continuous improvement.



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](#).