



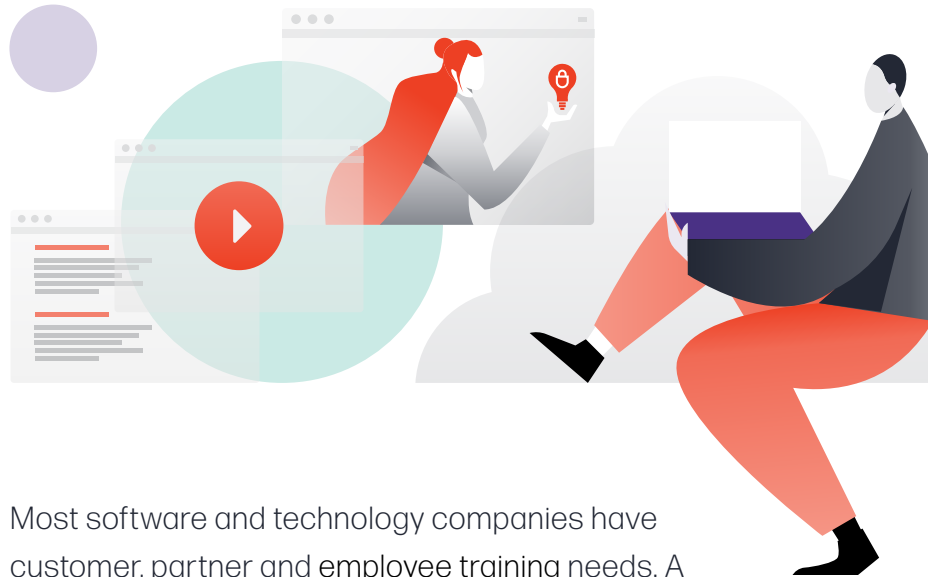
# ADVANTAGE: VIRTUAL

How Technology Companies Optimize  
Training with Virtual Labs



# Virtual Training, Real Results

Virtual labs make technology training more efficient



Most software and technology companies have customer, partner and employee training needs. A number of them build profit centers to meet those needs, but, remarkably, some still manage their training programs “old-school.”

At these companies, training takes place in physical classrooms, which creates significant logistical challenges. Each student needs a workstation, each workstation needs to be individually configured ... and that just scratches the surface of what’s involved in executing classroom training. The process is tedious, time-consuming, expensive – and not the least bit scalable.

**Effective technology training organizations no longer tolerate this kind of inefficiency.**

Instead, they rely on virtual labs. Travel is no longer a part of the equation. Every student is allocated a virtual machine that runs the software the training relies on. Setup takes minutes, and reach and scale are limitless.

In this e-book, we’ll look at how virtual labs make training easier and more efficient for students, instructors and corporate training organizations. Throughout, we’ll share the real results that companies are enjoying.

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## Case Study ▪ B Wise

# Double Training Output with Virtual Labs

Ten years ago, B Wise, the global leader in governance, risk and compliance (GRC) technology, launched the B Wise Academy with two goals:

- Provide clients the training needed to effectively use and configure the software.
- Create a new profit center for the organization.

The program's leader, Vincent Perquin, firmly believed that the most effective way to learn how to use software is through hands-on practice. As a result, he understood the need to give each student his or her own environment.

Years later, Perquin discovered that CloudShare delivers the hassle-free platform B Wise needed. CloudShare's virtual labs solution helped the academy eliminate maintenance issues and its reliance on an internal IT team. B Wise's training organization could easily automate functions as well as create and spin up environments fast and on the fly, giving it the scalability and flexibility to meet client demands.

Within a year, the B Wise team increased training output more than twofold.

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I wanted to dream up better course materials and improve training quality, not lose sleep over the technical issues holding my team back. From day one, I was convinced that CloudShare was the right solution for us.

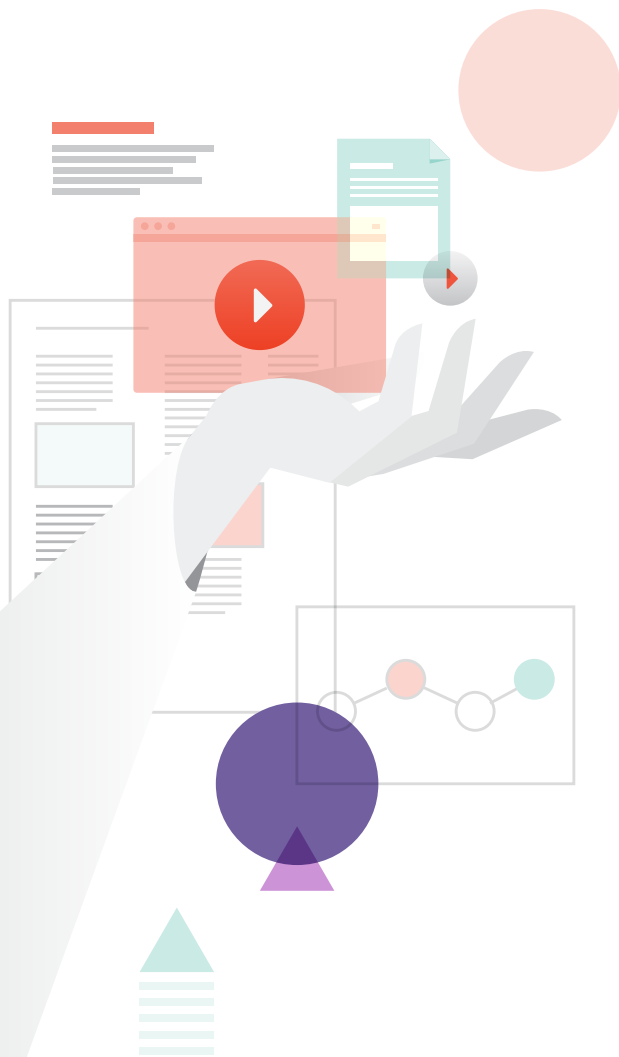
**Vincent Perquin,**  
B Wise Academy

 SAI GLOBAL B Wise

# The Student's Advantage

## Virtual Labs Deliver the Ultimate Learning Experience

Virtual training eliminates all travel hassles. Goodbye, airports, ground transportation and hotels. Goodbye, packing your bags; enduring long, exhausting days; and succumbing to the requisite downtime. Hello, convenience. With virtual training, students travel to classes with a single click – anywhere, at any time.



### Install Nothing

Virtual labs platforms are also invisible to learners. There's no need to install anything. All they need are a web browser and internet connection. (Coffee's optional.)

Each student environment is isolated. In other words, it's all theirs. It's secure, too, so you don't compromise an actual production environment.

When a class begins, the students' environments are ready to use and configured to work effectively from the get-go. They don't waste time with technical requirements. The application they're learning is already there, and if something should go wrong, you can revert the environment to its original state.

# Access Everything

Students in old-school learning settings had to prepare for class by finding and buying books or additional resources. With new-school virtual training labs, a centralized resource center makes PDFs, video, knowledge base articles and other content instantly accessible, all in one place.

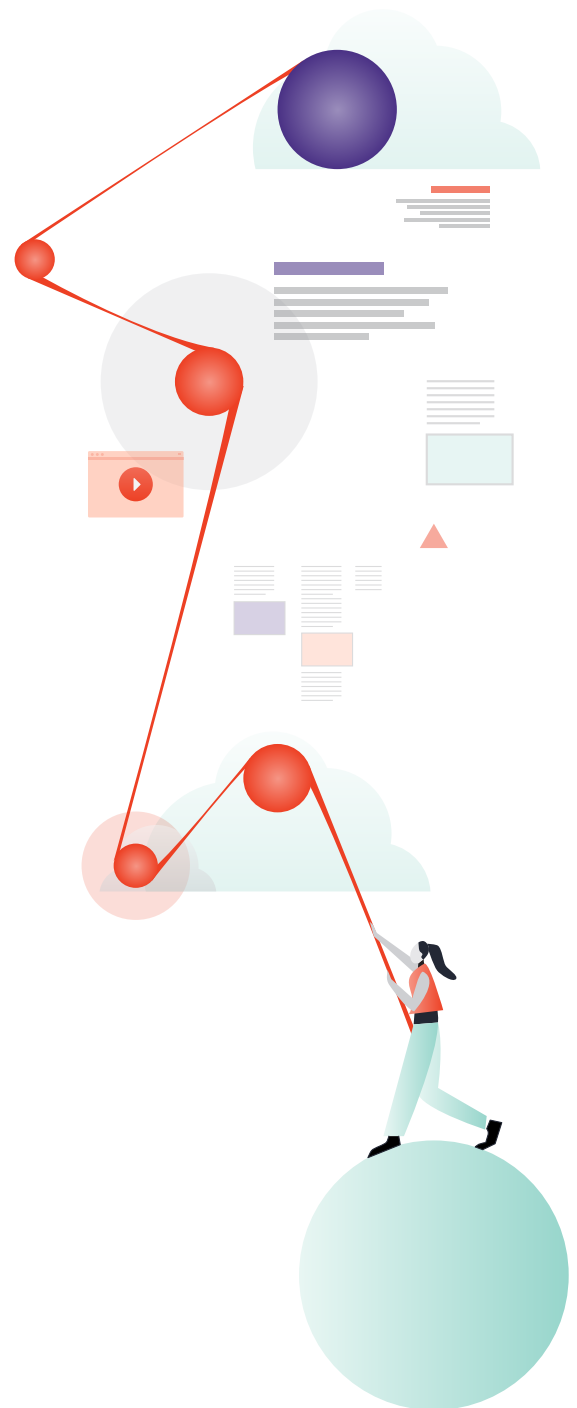
# Hands-on

In any setting, the instructor's goal is to transfer information the student can understand, retain and put to work. Virtual training makes this goal a reality, because students work in a hands-on environment that is true to what they'll actually do in the course of their job.

# Interact When Needed

Finally, in a virtual training lab, students can receive help when they need it. If they just "raise their hand" and ask for help, the virtual training environment enables an "over-the-shoulder" experience like they'd experience in a face-to-face environment.

Interaction can also extend into student-to-student communications. Students can brainstorm ideas, share their screens and even broadcast their environment to the entire class.



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Case Study ▪ Advanced

# Immersive Training For Complex Material

Advanced is a leading provider of business software in the U.K. offering hands-on training to over 19,000 customers. In the past, at any given time, a team of 14 instructors would be in the field training clients on human resources, payroll and other products. Ultimately, Advanced concluded that its face-to-face training operations were devouring far too much time and money – and its team was overwhelmed.

With a backlog of customer training demands, Advanced set out to find a solution to scale its operations and lower its costs. It made the move to CloudShare when it realized how fast and simple it could be to spin up classes and offer easy access to students, no matter where they worked. They soon discovered their virtual training programs created more immersive, hands-on, in-depth training – ideal for students learning how to use complex software.

**"We gave it a try, built a course on the fly and the training went off without a hitch." says Claire McCrudden, senior trainer, Advanced**

Advanced rapidly built more than 150 courses and created online training bites to serve as customer refresher courses. It converted 11 days of classroom material into 23 short instructor-led training sessions.

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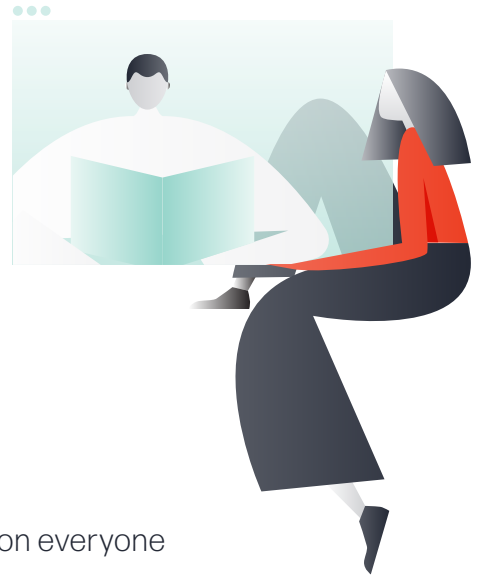
Our success is based on customer feedback ... We're constantly setting new highs in satisfaction.”

**Dianne King,**  
group customer training manager, Advanced



# The Instructor's Advantage

## Virtual Labs Empower Instructors to Focus on Their Lessons



Traditional classroom training imposes tremendous demands on everyone involved. Instructors can expect to be frequent flyers and wrestle with the hassles – and unpredictability – of traveling. What's more, the technology involved in in-person instruction (e.g., workstations, cables and projectors) means taking technology on the road, too.

If you've handled the job without the many tools virtual training labs provide, you know the drill all too well. Using a lab platform, your instructors have no need to pack their bags and travel with their fingers crossed. They can stay focused on teaching.

## Engage Students

The challenge of delivering effective learning experiences falls largely in the lap of the instructor. Virtual labs give instructors the tools they need to be engaging and support the modern learner with a digital-first mentality.

Lessons are hands-on, which is more engaging, immediate and compelling than theoretical learning. Students don't merely watch or read; they perform the actual tasks their jobs call for. Simply stated, they learn by doing. That's probably why, in a 2017 survey by Training Industry, Inc. and CloudShare, 71% of IT learners said virtual training labs were enjoyable, and over half said they help them achieve work goals, improve their productivity, learn more effectively and become more confident.

In a virtual lab, teachers can interact with students individually. The instructor console enables them to view thumbnails of each student's environment and deliver live, guided assistance with mouse and keyboard control when needed. They can also set up a multistep class, which is useful for robust courses that cover a lot of ground. Advanced controls enable instructors to suspend, wake or delete student environments.

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Case Study ▪ Atlassian

# Reduce Class Setup to Four Minutes

Atlassian is a leading provider of team collaboration and productivity software to users at over 89,000 organizations. As the company grew, it recognized the need to establish a training department.

In the early days of the department, Atlassian worked with a virtual training solution – only to find that installing virtual machines was cumbersome and complex and that the logistics for organizing classes were tedious and time-consuming. Atlassian now uses CloudShare’s virtual training environment to support its customers’ training activities – including live virtual classes and recorded training.

Using CloudShare, Atlassian provides hands-on training to hundreds of students each month. Once a course is tested and proven, Atlassian’s training team creates a recording of the instructor and bundles it with a workbook and lab time, which enables students to do the exercises themselves.

Prior to using CloudShare, class setup took an average of 1.5 hours. It now takes four minutes.

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CloudShare demonstrated a big edge in terms of technology and innovation vis-à-vis other products we evaluated. We were particularly impressed by CloudShare’s HTML5 in-browser functionality, as well as its smartly designed user interface and highly efficient scheduling component.”

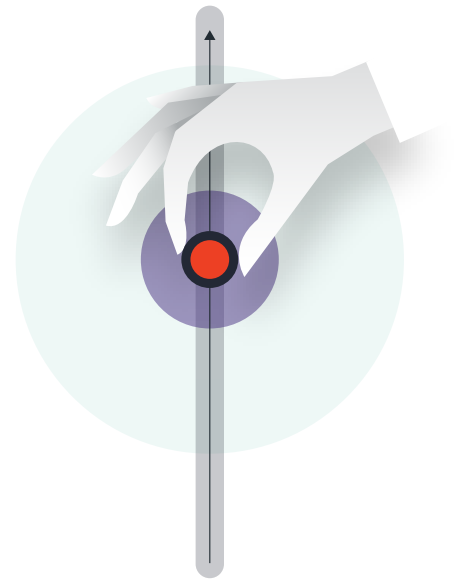
**Robert Bleeker,**  
Education manager,  
Atlassian





# The Administrator's Advantage

## Virtual Labs Make Training Organizations Immensely More Productive



The benefits of virtual labs extend beyond students and instructors to the training administrator, too. With virtual labs, the learning experience is entirely cloud-based, meaning you can build and deploy training labs with just your favorite web browser and a connection to the internet. Students can access all the resources they need using a web browser – no additional infrastructure elements required.

The best virtual labs will be fully compatible with your infrastructure and virtualization standards – and support Docker and container management capabilities to maximize flexibility.

## Scale Easily

With traditional classroom training, you're limited in the number of students you can teach – and the number of high-skilled employees your company employs. But with virtual labs, the headcount in your classrooms can grow. Your reach can grow. Your training programs can grow. You can enjoy unlimited reach with an IT-independent, maintenance-free infrastructure.

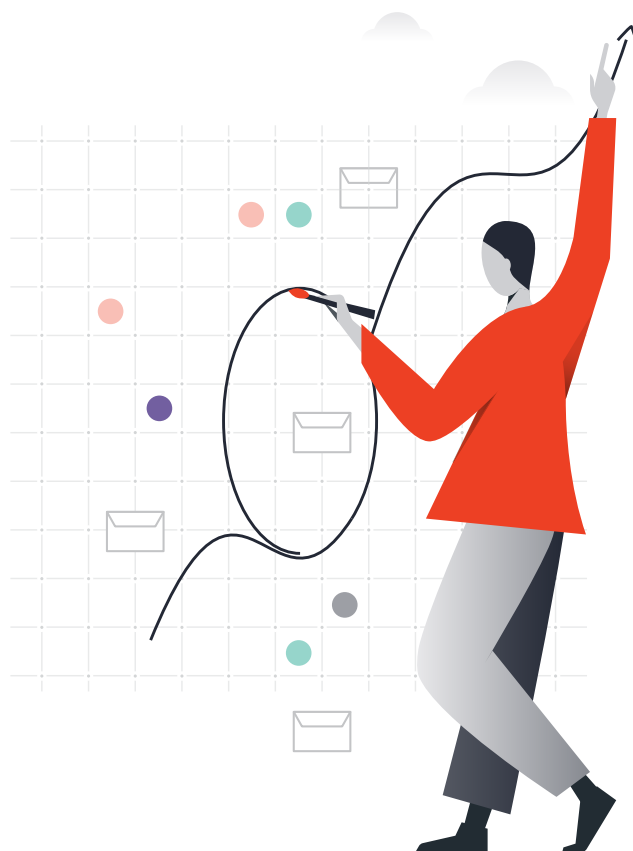
Plus, even if your application has a complex architecture, you can still realize all the benefits of the cloud. Advanced IT labs enable you to accurately replicate your production environment. The best vendors offer a user-friendly process to import your virtual machines into their platform and ensure that your virtual labs work the same way on the cloud as they do in your offices.

## Set up in Seconds

What's more, you can provide these environments to anyone, easily. You can build a new environment quickly and then save it to reuse anytime you need it. In many cases, you won't even have to fuss with software licensing.

You can also spin up virtual machines and install your software in minutes. A variety of building blocks, including a library of ready-made templates – with licenses – at your fingertips. There's no need to re-architect. You import virtual machines, and the virtual training labs provider validates them in the process.

With virtual labs, scheduling couldn't be easier. All the pain points of the live classroom evaporate. There's no need to create a series of emails, as you can give all students hands-on access to a course in an instant. Just schedule the class, choose your environment and send an invitation.



## Integrate With Your LMS

Want to integrate your cloud environment with your learning management system (LMS)? It's easy. A robust API and interface enable easy integration with your LMS and other training tools so you can:

- Automatically enroll course registrants for training labs.
- Manage all communications from a central system.
- Make all course-related information accessible in a central LMS.
- Sync class, student and instructor information across systems.

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Case Study ▪ Administrate

# Seamless LMS Integration

Administrate's LMS platform helps training departments and companies manage their operation. The company partnered with CloudShare to integrate the two solutions to provide its customers with a full-featured training lab platform, giving trainees and administrators seamless and efficient experiences for instructor-led and self-paced training courses.

The integration allows customers to manage all their courses and communications within Administrate, while maintaining full control over CloudShare's virtual training labs. The integration creates a centralized system that eliminates duplicate data entry for administrators, makes all information easily accessible and ensures that students receive one set of communications from a centralized location.

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This integration has a huge halo effect of positive benefits for our customers. Joint customers are able to focus more time and energy on improving their content rather than on dealing with how to deliver it.”

**John Peebles,**  
CEO, Administrate

**Administrate**

# Take Advantage of Virtual Training

The most successful technology training organizations have no technical issues.



In Training Industry and CloudShare’s research, almost two-thirds of learners who’d recently used virtual training labs rated their companies’ IT training as always or almost always effective – compared to less than half of respondents who hadn’t recently used virtual labs. From ease of use for administrators and learners to the benefits of practicing new skills in a real-life environment, virtual labs can boost tech training across industries and learners.

The most successful technology training organizations use virtual labs that benefit students and instructors and help them grow their operations.

They’re freed from technical issues. They’re freed from logistics issues. Their sole focus? Improving the quality of their training.

# About CloudShare

**The leading  
supplier of  
virtual IT  
environments  
in the cloud.**

CloudShare provides specialized solutions designed to meet a wide variety of business needs including lab environments for demos and POCs, virtual training, and development and testing. All CloudShare environments are completely customizable and offer on-demand access to infrastructure resources such as servers, storage, networking, and software.

CloudShare customers include many leading software and cybersecurity companies such as Palo Alto Networks, Fortinet, Atlassian, ForgeRock, VMware, and Check Point Software Technologies.

To learn more about how CloudShare's advanced lab solutions can benefit your business, visit [www.cloudshare.com](http://www.cloudshare.com).

**CONTACT US**