

XANTRION Achieves 100% Pass Rate for Microsoft Certification with Learn iT

Training enables 25 staff members to achieve MCITP certification in just one week

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Business Benefits Realized

- Achieved a 100-percent MCITP test pass rate for 25 XANTRION employees.
- Saved time by condensing a three-week class into a five-day "boot camp".
- Enabled participants to test onsite throughout each day at Learn iT's Prometric testing center.
- Allowed XANTRION to renew its Microsoft Gold Partner status.
- Boosted employee morale through friendly competition.

Navigating a Tricky Situation

When the management team of I.T. service provider XANTRION established a requirement for its I.T. staff to obtain Microsoft Certified I.T. Professional (MCITP) certification, they thought 18 months would be plenty of time for the 25 affected employees to comply. But fast-forward a year and a half and none of the staff had gotten around to getting certified – putting the management team in a tough position.

"We were facing a situation where we told our staff they had to be certified and we knew going back on that requirement wasn't the right thing to do," says XANTRION operations manager Catherine Bissett. "However we also knew preventing 25 staff members from getting raises or promotions because of this wouldn't be a good decision, either."

During this time, Microsoft had also changed its requirements for Microsoft Gold Partner status to include MCITP certification, so training would be necessary to maintain this key designation. "It's something our clients expect," says Bissett.

Unfortunately, standard MCITP certification courses took up to three months, and even the most condensed classes available took several weeks. "We're a consulting firm so time is money to us," says Bissett. "We couldn't have our guys out for three months of training."

Additionally, even if XANTRION could have spared their employees for weeks or months, it simply wouldn't have been appropriate. "These guys have one or two decades of experience working with leading-edge network technology and serving more than 85 clients," says Bissett. "They already have the knowledge base needed to obtain this certification – they just needed someone to help them understand the objectives of the test."

Creating a Customized Solution

The XANTRION management team knew they needed a customized training solution, and that's when they contacted San Francisco-based training company Learn iT. "We had recommended their I.T. training to our clients in the past and were always really impressed, so we asked what they could do to help us with MCITP," says Bissett.

After developing a clear understanding of XANTRION's training needs and time restrictions, Learn iT designed a customized MCITP "boot camp". The 25 XANTRION employees would be broken into three small groups and each group would attend a separate one-

Organization

XANTRION

Location

San Francisco, California

Industry

I.T. Services

Organization Information

- Provides personalized I.T. services for small and midsize companies in the San Francisco Bay Area
- Ranked as one of the Bay Area's fastest-growing private companies
- A Microsoft Gold Certified partner

Solution

Microsoft Certified IT Professional (MCITP) Training and Testing

week training. The ultra-condensed course would cover the material for all six exams in five days and the exams would be administered onsite each day at Learn iT's Prometric testing center.

100-Percent Success

By any measure, the Learn iT MCITP training was an overwhelming success. Every employee who participated in the course passed all six exams and earned the MCITP certification. As a result, the XANTRION management team was able to achieve compliance with their certification requirement and the company was able to renew its Microsoft Gold Certified Partner status. The training participants also raved about the course format and the knowledgeable Learn iT trainer.

In addition to these successes, the course also had an unexpected team-building benefit. "It was amazing for morale and camaraderie among our employees, who treated it as a friendly competition," says Bissett.

Today, XANTRION continues to enthusiastically recommend Learn iT to their clients and plans to complete additional in-house training with Learn iT in the future. "We consider Learn iT to be our training partner," says Bissett. "If we bring in a new customer or change a client's technologies we recommend training from Learn iT."