

Learn iT!

Learn iT! Delivers Successful Office 2007 Migration to leading Video Solutions Provider

"...[Having] a give-and-take partnership with Learn iT! will create a relationship that will end on the positive side of the fence – making it a win-win for us both." – Triet, IT Manager

Situation:

A leading provider of video delivery solutions to cable, satellite, telecom, terrestrial and wireless operations around the world, this company is also a pioneer and sets the pace within the industry by bringing to market IP-centric video compression, stream processing, broadband access and asset and network management software solutions – offering unparalleled picture quality and a new, compelling viewing experience. The organization received several awards in 2006, including "Best Content Solutions," "Best Interactive TV Technology," and "Best Wireless Broadband Product."

Late in 2007, this communication equipment company went through a company-wide migration from Microsoft Office 2003 to 2007 and wanted to offer training for their end-users. Besides budgetary and time constraints, the organization's other challenge was not fully understanding the user community's skills sets well enough in order to decide on the depth of the training curriculum needed.

Solution:

Before stepping into his role as IT Manager, Triet was already familiar with [Learn iT!](#): having taken classes at the Santa Clara location, he knew the value and quality of training he received made him a more effective, valuable employee. By bringing that same mind-set to the management arena, he felt users who were new to the Office 2007 environment would equally benefit from training. As with any new technology, there is always a learning curve, but he knew the company would avoid loss of productivity and make a smooth transition by offering training to their end-users.

Triet contacted Learn iT! as the company's learning solutions partner and together, they devised a plan of action. His account manager's first suggestion was they conduct a survey in order to better understand the needs and expectations of participants. As a result of the pre-training survey, Triet worked with his Learn iT! team to develop a customized curriculum which catered to the needs of the audience.

Result:

Since deploying the training in January and February of 2008, over 200 employees attended the Office 2007 learning program. For Triet, the measure of a successful training program comes from how students leverage the information they learned as well as the number of complaints his IT department receives. The company's Marketing department is already utilizing what they had learned by creating richer PowerPoint programs and the IT department did not receive complaints about the training - both of which he considers to be a win-win for his IT team.

Overview:

Customer: Video Delivery Solutions Provider
Number of Employees: 650+
Location: Sunnyvale, CA
Industry: Communication Equipment
Solution: Microsoft Office 2007 Migration

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"We pledge to be the best at what we do to make you the best at what you do"