

Case Study: Training

OVERVIEW

Market Sector	Education and Technology
Customer Size	100,000
Products Used	Enterprise Vault
Services Requested	Basic and Advanced Training

PROJECT REQUIREMENTS

- A large USA training company specialising in IT and Business training had a requirement to deliver Enterprise Vault for Exchange Administration and Troubleshooting training to a multinational technology company in mid America.
- The training company reached out to Adept-tec in the UK to create bespoke training material for their customer and to deliver the training at the company site.
- The requirement was specifically for Enterprise Vault 9 with the final objective that the support staff at the technology company would be able to support all customer issues regarding Enterprise Vault.
- The training was required in a short time frame and needed to be designed so that the whole of the support team were trained to the same level. An instructor was also required to deliver the training over a period of a month in the USA.

ADEPT-TEC SOLUTION

- Discussed the customer requirements and clarified objectives
- Designed a training course for Enterprise Vault 9 Exchange Administration
- Designed a training course for Enterprise Vault 9 Exchange Troubleshooting
- Created a set of images and related hands-on lab exercises for both courses
- Delivered the training in the US over a period of six weeks in two week blocks
- Follow up evaluations of the training and delivery were excellent
- Adept-tec established a long term relationship with both the training and the technology company and have been approached to provide further training.

ABOUT ADEPT-TEC

Adept-tec helps companies implement, enhance and transform their archiving solutions, allowing augmented e-discovery and search capabilities. As well as specialising in migrations, best of breed toolsets and optimising your archiving experience we can provide full training on the solutions we support.

We offer a full turn-key solution on commissioned projects or can integrate into an existing team structure to provide specialist advice and skills where required. Our priority is always on advising the customer on the most appropriate and cost-effective solution utilising the best-of-breed tools. We have a well-deserved reputation for providing our customers with the optimal solution for their business needs.