

Developing skills to meet the highest standards

When a major international IT Supplier needed a number of its European personnel to achieve Cisco Certified Voice Professional status on a short timescale, it turned to Global Knowledge Spain for a solution that would meet all its needs.

For any IT supplier organization looking to deliver high standards of service and meet the expectations of enterprise customers, having properly-qualified technical personnel is vital. This is especially true when new technologies are being deployed for key customers and it is important to have the right skills in place from the very start. Only then can any supplier expect to deliver high levels of customer satisfaction, build a strong reputation as an integrator and maximize its own business potential.

When a major international computer supplier operating in several European countries found that it needed to rapidly build its knowledge and skills in deploying Cisco voice solutions, it turned to Global Knowledge, the leading Cisco Learning Solutions Partner in Europe, to provide the training it needed.

The project called for a number of IP-based voice solutions using Cisco technologies to be deployed in a consistent and carefully-scheduled manner in different countries around Europe. To deliver the required level of service – and match its own high standards – the supplier wanted to ensure that its technicians would possess all the skills they would need in order to perform successful implementation and testing. This would also enable the company to achieve the highest level of Cisco Gold Accreditation in Europe

Attaining Cisco Certified Voice Professional (CCVP) certification.

The supplier needed a number of its key technical staff to attain Cisco Certified Voice Professional (CCVP) certification, which demonstrates the ability to implement and support a converged IP network. The program of courses covers a range of number of technologies,

including Cisco Unified Communications Manager. Global Knowledge already offered CCVP as a scheduled course when it was approached by the customer in mid-2007, but as this was an urgent and very specific requirement, the company was asked to put together an intensive training programme at very short-notice

The customer needed to put a total of 15 key employees from Italy, Spain, France, Germany and Belgium through the CCVP certification within a very demanding time-scale. Training was to commence just two weeks after the initial enquiry had been made so there was no time for hesitation. Global Knowledge Spain very quickly assessed the options and put forward a proposal and quotation for the required courses.

Delivering to a tight time-scale.

While Global Knowledge has the capability to deliver courses in all main European languages and in a consistent manner across all of its European locations, due to the urgent nature of the project it was decided to hold the courses in a single location and a single language. In addition, the customer stipulated that all practical work should be carried out on Cisco equipment in the classroom or workshop rather than remotely through Global Knowledge's unique Remote Labs facility, which can in fact be used to provide access to all the latest Cisco technologies and solutions from any location around the globe.

Madrid was chosen as the location for the courses and English as the delivery language. Global Knowledge arranged for all the necessary Cisco equipment to be delivered, set-up and tested in the classroom within this tight two-week time-scale.

The total duration of CCVP certification is usually 28 days and it encompasses five specific Cisco courses. Global Knowledge was asked to compact this into 15 days. Bringing all the necessary materials, people and equipment together in time, and compressing the course into the shorter time-frame available, was a significant challenge – but it was one that Global Knowledge was

more than able to meet. When problems did arise, answers were quickly found. On the one occasion when a suitably-qualified English-speaking instructor was not available, for example, Global Knowledge provided professional translators and set up special booths so that the delegates could listen to the simultaneous translation through headphones.

Meeting your own and customer experiences

In order to deliver the training within the required time-scale, Global Knowledge arranged a series of three intensive training 'boot-camps', which were run in addition to the main classroom-based education. Each of these ran for five days, covering the key areas of QoS, Cisco Unified CallManager and GateWay / GateKeeper with IPTT (IP Telephony Troubleshooting). Global Knowledge also designed the boot-camps to ensure the delegates were able to get practical, hands-on experience as well as in-depth knowledge of Cisco voice technologies. Using this intensive approach also helped to keep overall costs down.

At the end of each course, the delegates were required to take the relevant exam and the success of the program was confirmed when all 15 delegates passed and thus attained the required CCVP certification within the required timescale. As a result, the customer was able to press on with the planned project and meet their own high standards – and the expectations of their customers. This would certainly not have been possible had Global Knowledge not been able to meet the need to deliver such a high quality course within such a short timescale.

As well as underlining the quality of Global Knowledge's Cisco training, the project also illustrates the company's ability to respond swiftly and decisively to specific requirements and to tailor and manage knowledge development programs to ensure all the customer's objectives are met.

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Meeting customer objectives – what Global Knowledge delivered

- **Customized 'boot-camps'** – three five-day boot-camps in Cisco Certified Voice Professional certification were designed, organized and delivered by Global Knowledge. These gave delegates for practical, hands-on experience in critical technical areas
- **Demanding time-scale** – Global Knowledge had to put together the content and organize the classroom-based training at only two weeks notice.
- **Full project management** – Global Knowledge ensured that the required Cisco equipment was available on-site and that all 15 technical personnel received the training they needed to attain the CCVP certification.
- **Management of exams and final certification** – the final exams and certifications were managed by Global Knowledge ensuring that the project met its final intended objectives.