

badenIT goes Cisco, with support from Global Knowledge to become a Cisco Premier Partner and Voice Specialist

baden IT – Innovation par Excellence

badenIT is the partner of choice for innovative, practical and cost-conscious IT solutions. As a subsidiary of the South Baden energy company badenova AG & Co. KG, the company targets its solutions at the requirements of medium-sized companies in the region. The Freiburg-based IT specialist sets particular store by working together with its customers as partners.

By partners, badenIT means providing direct, personal customer contact. A particular commitment in the search for innovation, working together with its customers and flat hierarchies all allow the Freiburg-based IT service provider to offer short decision-making processes and a highly dynamic service. badenIT staff bring common sense to all of their work- they won't give up until they have found the best individual solution for the client. The company keeps up to its own exacting quality standards by continuously training each and every staff member.

Starting point: Professional know-how building in the field of Cisco Voice

badenIT's objectives with its planned IT training were, first and foremost, to build up know-how for 14 employees in the field of Cisco, more specifically in the Cisco Voice Segment – in order to achieve the official Cisco Partner Status of Premier Partner. Above all, they needed a training partner with a highly skilled and professional Cisco training team. A good price/performance ratio, training centres close at hand and positive feedback from colleagues who had already undergone training were also important factors in choosing the right training partner.

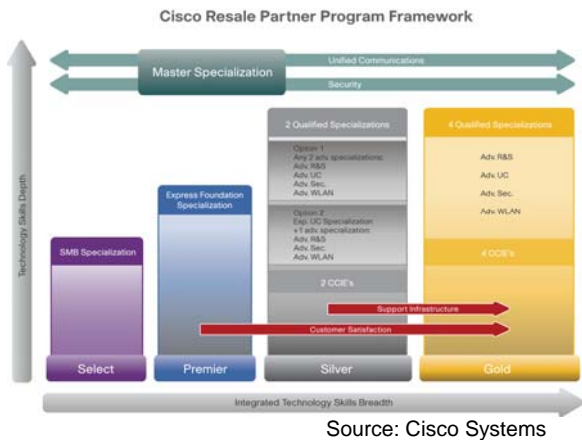
They opted for Global Knowledge because the Hamburg-based training company ticked all of these boxes, as well

as being the undisputed market leader in the field of Cisco training. In addition, the Global Knowledge team of trainers came highly recommended by colleagues within badenIT.

With its "Fit for Voice" programme, Global Knowledge offered badenIT a particularly fast and effective training solution: in just a few months, the Baden team were certified as Cisco Premier Partners. Voice/IP telephony generally requires extremely high levels of know-how and experience in its practical implementation within a company. With its specialist Cisco Partner Status, badenIT hopes to send out a message to its clients that these skills are precisely what it can offer, with its "Express Unified Communications Specialisation". This puts badenIT in the strongest possible position to be able to meet the communications needs of its clients, convert potential growth opportunities using innovative voice solutions and set itself, and its clients, apart from the competition. Internally, too, this build-up of knowledge has had its advantages: as well as boosting efficiency in everyday work processes, it has also helped to improve the implementation of internal representation rules, for example.

The solution: the right mix of experience, courses and teaching methods prevails

Getting down to the details, the training solution comprised, firstly, various Cisco Foundation Training courses, such as CCNA certification and training in the field of Switching & Routing, and secondly, technological specialisation in the field of voice solutions, otherwise known as the Cisco Unified Communications (Express) specialisation. The badenIT staff attended basic courses, such as CVOICE training courses, but also more specialist ones, such as CIPT and IPTX. .



When putting together its tailor-made environment for each of its training curricula, badenIT opted for a CCNA Power Workshop for eight people, the most time-efficient and intensive means of getting its staff on the road to their CCNA examinations. In order to save on costs and, more importantly, time, the workshop was held on site in Freiburg by a highly skilled Global Knowledge trainer. All of the other training courses were held in Global Knowledge training centres, where state-of-the-art eLearning methods were also used.

Result: an increase in efficiency across the board

Today, badenIT's IT professionals are certified, with 60 training days and various examinations behind them, and have achieved the objective of Cisco Premier Partner Status. Global Knowledge was there to provide the right training courses and the best teaching methods to reach this goal, helping them to underline the close partnership between all those involved and Cisco. But as well as having all of these conditions in place, the key to success lay also in a strong commitment on the part of the staff members themselves, and their determination to reach their own personal objectives together.

“As far as we are concerned, the training of our staff could not have been better, and as a result, we can see clear improvements in our everyday work processes”, said Alex Scholz, who is responsible for Networks, Security and VoIP for badenIT.

One example of this is that badenIT's service provision and troubleshooting are much faster and more efficient than in the days before Global Knowledge's training measures. On top of this, the installation and configuration of the systems (Cisco's Unified

Communication Server and Unified Communication Express), and many of the switches and routers, are also faster and more efficient.

“Our Premier Partner certification secures us major competitive advantages within the Cisco world, which we in turn are pleased to pass on to our clients”, adds Scholz.

Conclusion: in good hands with Global Knowledge

“We see Global Knowledge as a highly skilled professional provider of IT training, with an extensive network of training centres and offering a vast range of innovative training courses and methods alongside its standard portfolio”, says Scholz. The IT expert continues: “We are more than satisfied with the training solution and would certainly opt for Global Knowledge again. (Not for nothing is Global Knowledge the market leader in fields such as Cisco and Microsoft too) too much”. After a successful end to the training project, badenIT has plans in place for further training in the future, this time concentrating on VoIP Security or WLAN- with Global Knowledge, the Freiburg company can depend on all of its needs being covered by the comprehensive range of courses on offer.

app. 6200 keystrokes

For further information please contact Global Knowledge Germany. www.globalknowledge.de