

Case Study 5



Bringing world-class affordable training to organizations whenever or wherever it's needed.

The Challenge

This firm specialise in high availability Networking, providing enterprise services to financial, legal and several of the UK's largest online businesses. They also support multiple offices, branches, disaster recovery sites and remote clients with Secure Datacentres in London, Paris, Frankfurt, Berlin, Hong Kong, Amsterdam and the USA, with Network Operation Centres (NOCs) in Ireland and London docklands. They are a technology driven company dedicated solely to delivering blue-ribbon Network Support to any industry, enterprise or organisation.

Head of Server Technologies needed to train 4 technical staff on Microsoft Exchange 2007. With an understanding of the skills within the team and knowledge of Microsoft training certifications he knew which course modules were absolutely essential to the migration project. He needed at least 1 week to train, he only had a 2 week window in which to schedule it, and only 3 ½ weeks to organise it, so he looked at a number of solutions, before choosing us.

He considered public scheduled courses in London, but was unable to find suitable dates and course duration. He felt that it was impractical to send several members of the team away at once given the teams' current workload, and scheduled client commitments, that's when he looked to us to find the right solution.

The Solution

To meet the deadline, keep course duration to a minimum, and to overcome the issue of staff being offsite for an unrealistic amount of time we agreed to deliver 3 tailored onsite courses. These were to be compact and split over a two week period; one 3 day training session the first week and two 1 day training sessions the second.

Having agreed the approach we invited senior members of the project team on a conference call to verify and get an understanding of the elements that needed more focus, discuss each module lesson by lesson, make recommendations around new features, and present ideas about how we could contextualise the learning labs, exercises and course hand-outs for students so it would be relevant to their project.

Tailored modules covered in the programme:-

- 5047 Exchange Server 2007
- 5050 Recovering Messaging Server and Databases
- 5054 High Availability Messaging Solution

The whole programme was delivered onsite at the firms premises and we supplied them with kit specification and classroom instructions enabling them to set up the classroom environment for themselves, reducing further time and cost. The Microsoft Certified Trainer was contactable by phone or email if support was required, on this occasion it was not.

The Result

The training was delivered as agreed, feedback from students was excellent and the approach and delivery model was approximately 40% less in terms of cost than traditional public schedule courses, excluding student travel & expenses. The overall results which were submitted to Lee Carr, Head of Server Technologies showed that the subjects taught, met the exact requirements for the imminent project.

After course completion the firm has successfully installed and configured a 2007 Exchange CCR cluster for their client (a city based high profile communications company) and have migrated their entire London, US and Asia office users mail accounts to the new system and are due to complete the final hand over shortly.



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