

Custom Course Development

CASE STUDY

Enabling Your IT Infrastructure

Egenera selected Akibia to meet its training needs because of the service provider's expertise in designing, developing and delivering customized education solutions for a wide variety of enterprise level systems, data center technologies, and proprietary customer products. As a result of Akibia's extensive experience supporting complex, multivendor IT environments, some of the world's best-known companies have come to rely on Akibia for their custom education needs.

Keeping Pace With Increasing Customer Demand

As the leader in utility computing, Egenera enables data centers to run any application, on any resource, at any time, automatically. Egenera was faced with two challenges in regard to its customer training program. It was difficult to accurately plan class schedules and efficiently staff qualified instructors. Also the need to develop course material for varying aspects of their innovative solution had increased dramatically due to the increased customer demand for their BladeFrame systems.

Rapid and Effective Custom Course Development and Delivery

Akibia's custom course development solution hinged on the company's expert ability to team closely with Egenera, quickly identify the salient teaching points and effectively structure the courseware and content to maximize the learning experience – enabling Egenera's customers to get the most out of the technology.

"Akibia's education team specializes in custom course development, and their expert technical instructors were able to quickly understand the subject matter and develop high-quality courseware for a class on BladeFrame installation," explains Jeremy Moulton, technical training instructor at Egenera. "While they developed the course, I was able to focus my efforts on fulfilling immediate delivery responsibilities. It is a tailored, efficient solution, enabling both companies to maximize their resources while providing Egenera customers with superior training services in the United States and Europe."

Akibia's customized solution also aided in the delivery of classes on an as-needed basis.



INDUSTRY

Hardware Manufacturing

CHALLENGE

Egenera required a solution to help efficiently develop and deliver technical training to its customers throughout the United States and Europe with continually increasing demand.

SOLUTION

Egenera teamed with Akibia to provide custom course development and delivery services.

BUSINESS BENEFITS

By developing and delivering premium classes, Akibia is able to help Egenera's customers maximize the value of their BladeFrame investments while enabling Egenera to focus on more core and strategic initiatives.

“Akibia is able to offer us maximum flexibility on the delivery side as well,” says Moulton. “Establishing a regular schedule of classes is difficult in our stage of growth, and it can lead to an inefficient staffing situation. Now that we leverage Akibia’s best practices and scale, we simply inform them of the course dates and one of their dedicated instructors delivers the course. This allows us to more easily accommodate customer requests for on-demand training, while also avoiding any expenses associated with hiring, training and retaining full-time instructors who may not be utilized to full capacity during any given month.”

Business Benefits

“The customer feedback I have received on Akibia’s classroom performance has been exceptional,” says Moulton. “I have complete confidence in their excellent instructors, all of whom have spent years working in information technology as well as education services, which helps them understand the subtleties of the technologies they teach. As with any new technology, the best instructors are those who fully understand the business and technical benefits of the solution.”

“Egenera as a whole has benefited from Akibia assisting with our education services. As an example, I was spending at least 90% of my time teaching customers before we partnered with Akibia for custom course development and delivery,” states Moulton. “Since then, the time I am able to spend working on more core and strategic initiatives has more than doubled.”

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Jeremy Moulton, Technical Training Instructor, Egenera, Inc.

About Akibia

Akibia provides innovative IT solutions that enable leading companies worldwide to optimize, secure, manage and support their mission-critical data center and security infrastructure. Combining expert consulting, integration and support services with world-class customer service, Akibia helps IT organizations maximize the value of their existing infrastructure, while mitigating risk and reducing complexity. Founded in 1988, Akibia is an independent IT services company with offices throughout the United States and Europe. For more information, please contact us at 1-866-4-AKIBIA (425-4242) or at info@akibia.com. To contact our European Headquarters, please call +31 (0) 318 581950.