

CISCO TEAMS UP WITH INNOVISE ESM TRAINING To deliver an exclusive education programme to its Sales Engineers



About Cisco

Cisco Systems is the worldwide leader in networking for the internet, and their innovative technology continues to transform how people connect, communicate and collaborate.

With a wealth of experience in the design and development of performance based learning, Innovise Enterprise Service Management (ESM) Training was the preferred partner to assist Cisco in the production of a number of technical Video on Demand (VoD) training packages targeted at Cisco Sales Engineers.

The Brief

To design and develop pre-sales training packages

Cisco realised that it was essential for their engineers to be able to summarise the value propositions with the added ability of being able to demonstrate key product features within a customer environment. Innovise ESM Training designed and developed several technical pre-sales training packages that would help to achieve this.

The training needed to provide Cisco Sales Engineers adequate first-hand positioning and technical insight into the following Cisco Products:

- NAM - Cisco Network Analysis Module
- CNM - Cisco Net Manager
 - Unified Communications
 - IP Infrastructure
- CMD - Cisco Monitor Director Solution
- ACS - Cisco Access Control System

The Approach

Innovise ESM Training worked closely with Cisco to ensure that all specific requirements of this project were met. Our approach was centred on developing bespoke solutions that are aligned with organisational goals and requirements. The initial stage of this project was to create a detailed course syllabus with clear requirements and lesson plan.

In Brief

Industry

- Technology

Challenge

- To design and develop pre-sales training packages
- To cover key topic areas within a customer environment

Approach

- Close working relationship to develop bespoke solutions aligned with Cisco's goals and requirements

Solution

- Deploy VoD in Windows Media format accessible over the intranet

Benefits

- Customised to Cisco specific requirements
- On-demand pre-sales technical training
- Maximised value from training budgets
- Eliminated need for time away from the work place

The solution

Deployment of Video on Demand (VoD)

After careful consideration of the best training delivery methods it was decided that Innovise ESM Training should develop a number of technical Video on Demand (VoD) services to Cisco sales engineers.

Each VoD delivered a blend of theory through automated presentations, configuration demonstrations and assessment questions to reinforce the topics covered. The final packaged product was presented as a single VoD in Windows Media format accessible to all Cisco Sales Engineers via the Cisco Intranet.

This enabled Cisco sales engineers to continually have access the videos and also train in their own time and at their own pace. Additionally, they were readily available for the sales engineers if ever they needed a refresher or a quick answer to a question they may have had.

The benefits

Cisco was given the ability to exploit new market opportunities

Training was designed using performance based methodologies, which assisted Cisco in exploiting new market opportunities and utilising technologies to deliver new products and services.

The training delivered by Innovise ESM Training to Cisco sales engineers overcame a number of obstacles. The end result however, provided many benefits.

- Customised training specific to Cisco requirements including timescales and budget
- On-demand pre-sales technical training
- Maximised value from training budgets
- Eliminated the requirement for time away from the work place
- Increased staff efficiency

"This was a challenging project with a number of obstacles to overcome. However Innovise ESM Training's strong Cisco product knowledge, professional approach and quick turnaround times ensured the final product met all the original objectives and timescales"

Paul Wehren
CISCO, Program Manager
European Markets Sales Enablement

About Innovise ESM

Innovise ESM Training is an independent, specialist IT solutions training company experienced in the delivery of Enterprise Service Management training solutions from key partners. Innovise ESM Training combines both real world experience and technical expertise, to drive successful training outcomes.

Innovise ESM Training provides authorised vendor and specialist training for:

- CA
- Cisco
- IBM
- Tavve
- Novell
- Service-Now
- ISEB Software Asset Management

Innovise ESM Training has been formed out of Harbrook, Abilitec and Infrastolve who joined training divisions to form Innovise ESM Training.



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