



ON COURSE TRAINING

TECHNAUT CLOUD CASE STUDY





Business owner Fiona Rowe has over 20 years of experience training in Microsoft Office Software and has recently re-branded her training business to 'On Course Training' www.oucourse.im.

On Course Training provides Microsoft Office corporate-user training to businesses based on the Isle of Man.

As part of the business changes Fiona came to Technaut to review her IT systems and to discuss better options for training delivery.

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Summary:

Technaut, working with On Course Training, undertook a Project to review the delivery of end user training using Microsoft Office technologies.

Purpose of Project / Business Challenge:

On Course Training offers courses in different versions of Microsoft Office from 2010 through to the very latest Office 2016. Courses cover Excel, Word, PowerPoint, Outlook, Visio and Access. There has always been a difficulty in providing training on multiple versions due to the cost of licensing, but also the logistics of repeatedly setting up PCs for different versions. These restrictions have limited On Course Training's ability to be able to offer the scope and flexibility of courses that they would like.

"Having suitable and reliable systems in place to train with has always been a difficulty, especially being able to offer training on multiple versions of Microsoft Office". – Fiona Rowe

Technaut were tasked with implementing an IT System which would address the below considerations:

Platform Considerations



- ☐ Consistent For All Users
- ☐ Available On PC/MAC
- ☐ Microsoft Office 2016/2010
- ☐ Microsoft Access
- ☐ Microsoft Visio
- ☐ Available from Customer Sites
- ☐ Modern Look & Feel

Operational Considerations



- ☐ Microsoft Licensing
- ☐ Technical Support available
- ☐ Rinse and Repeat IT

Cost Considerations



- ☐ Monthly Billing Option
- ☐ Scalable (Monthly)
- ☐ Value for Money
- ☐ Flexible - bill on use

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Solution:

The solution selected was to utilise a Custom Cloud Platform to provide Training. This would give the flexibility of PAYG Infrastructure as a Service, together with access to all the software and versions required for training.

Configured for Remote Access, On Course Training could provide Training courses from any location in a consistent way. At the end of the training day, IT systems would be 'Reset' removing all user Documents and configuration changes so they are ready to use again and again.

Cloud Desktop Solution

Consistent

PC/MAC
Support

Office
2016/2010

Visio
Access

Available
Anywhere

Cost Control

Monthly
Billing
(PAYG)

Value for
Money

Operational

Technical
Support
Available

Rinse and
Repeat IT

Managed
Solution

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Benefits:

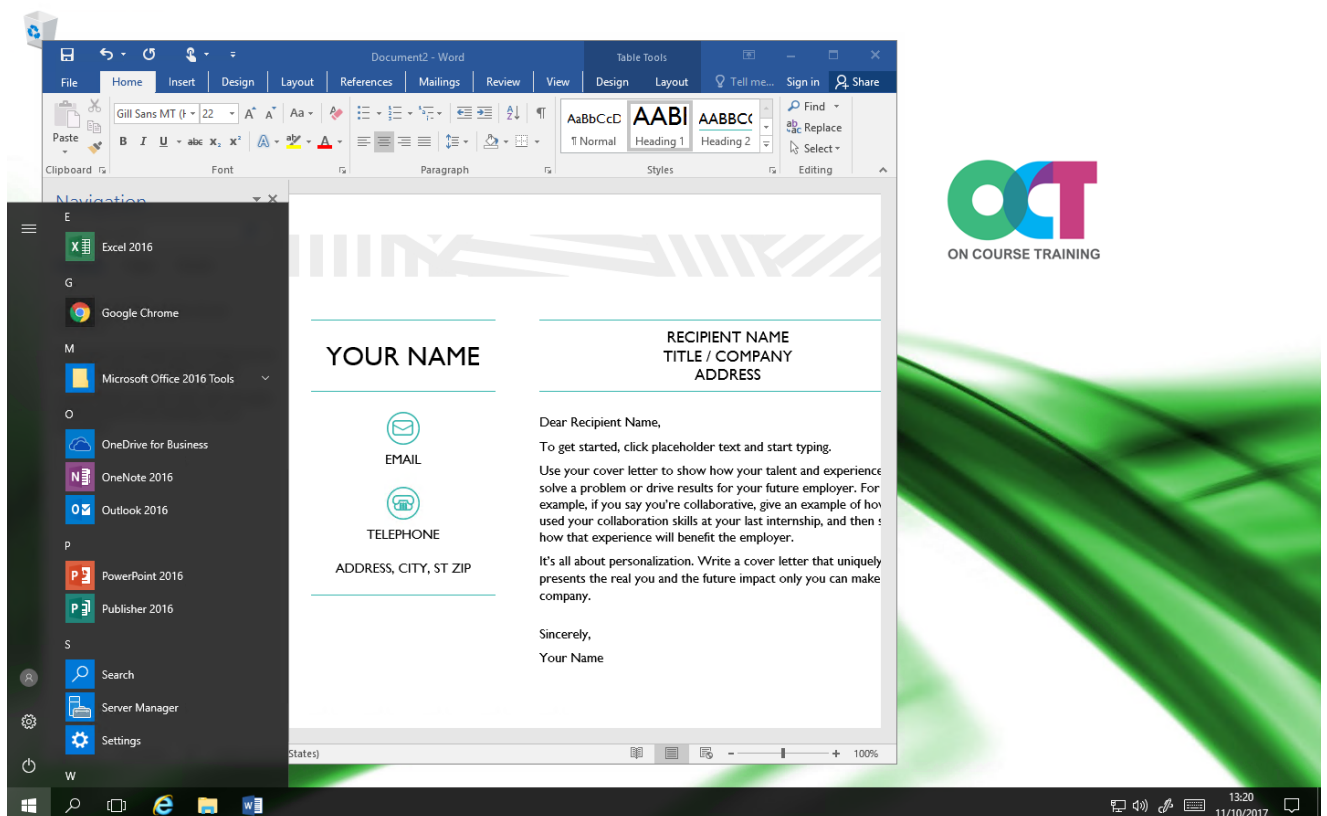
There were many benefits to this new Cloud System:

End user experience: A Windows 10 style desktop was used to build the training system giving a modern look and feel to the platform. This was done as a positive end user experience was of high importance.

Cost Control: The Cloud System utilises a PAYG model allowing On Course Training to control costs and invest in other areas of the new business.

Low management overhead: Management of the system has been simplified, rather than having to maintain a number of PCs, a single platform would be maintained by Technaut. This simplifies the process of patching and maintenance.

Allowing the systems to be 'reset' easily also means there is no longer a post training Clean Up task to prepare for the next training session. This can all be done in minutes.



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How did it go?

Fiona Rowe, On Course Training:

"Having now used the Cloud Platform for the first round of training I found it simple and reliable to use and the delegates noticed no difference from a standard desktop – in fact, in the post course feedback they marked the equipment as excellent.

The Cloud Platform now gives me the flexibility to be able to offer different versions of Microsoft Office training at customer sites, as well as at Technaut's training room at Eden Business Park.

Technaut's knowledge and advice on the best options to deliver my training has been invaluable and they have come up with a solution that will help to build my business. They've been great to work with and offered lots of support and advice. Thanks"

Mark Wallace, Technaut Project Lead:

"Working with Fiona at On Course on this project from Proof of Concept to the first successful training course has been a great experience. Using the Technaut Cloud in this way is ideal for this Training Provider".

Another successful Cloud Delivery by the Team at Technaut!

We wish Fiona at On Course all the very best for the future.

CASE STUDY



Contacting Technaut.

If you would like to discuss this case study or any of the Technaut products mentioned, please get in touch:

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