

Case Study: IBM Citrix Training



► Summary

IBM Global Village employees located throughout the United States needed a Citrix Training solution that would minimize travel expenses and inconveniences. Citrix referred the team of IBM employees to ONLC Training Centers, who specialize in providing flexible training solutions. Via ONLC Training Centers' Remote Classroom Instruction, the IBM employees were able to successfully complete their Citrix training from remote locations, avoiding the hassle and expense of traveling altogether.

IBM Employees Upgrade Citrix Skills Via Remote Classroom Instruction

The Situation

When IBM Global Village needed Citrix training for a team of employees located throughout the United States, they wanted an innovative solution that would help them get training as a group yet keep travel costs to a minimum.

The IBM Global Village employees were part of the Citrix Center of Competency, Citrix CoC for Americas, which supports Citrix for both Internal and External IBM commercial accounts. The employees needed to take the Citrix 1256: Citrix Presentation Server 4.0: Administration class in order to update their skills and become Citrix certified as part of their employee development plan.

With employees spread out across the United States, IBM realized that it would be nearly impossible for their employees to train in a traditional classroom setting without incurring significant travel expenses.

The Solution

IBM needed a flexible training solution; therefore, Citrix referred them to ONLC Training Centers, one of the largest Citrix Authorized Learning Centers in the country and a leader in providing innovative training solutions. "This was an important referral from Citrix," says Andy Williamson, CEO

ONLC Training Centers. "It shows their confidence with our Remote Classroom Instruction solution."

Although ONLC Training Centers offer training at more than 20 locations throughout the Northeast, no single location was in close proximity to all of the IBM employees. ONLC needed to bring the training directly to IBM employees using its Remote Classroom Instruction, RCI.

“**It shows their confidence with our Remote Classroom Instruction solution.**”

— Andy Williamson, CEO
ONLC Training Centers

RCI enables students to take instructor-led courses from any of the ONLC Training Centers classroom facilities or from their home or office. RCI is not like traditional "distance learning" or "e-Learning" classes. RCI is centered on classroom instruction, and as a result, the flow and feel of the class is almost exactly the same as regular instructor-led training.

Unlike a web seminar where students simply watch a presentation, RCI provides a second connection into the training room for students to run the software for the

class, enabling them to follow along with the instructor and do practice labs during the class. Everything is the same as in a traditional instructor-led class, only the instructor is physically in another location,” continued Williamson.

The Results

Using RCI, ONLC Training Centers provided a successful training experience to IBM. Having previously taken a traditional distance learning class, Maria Olivera, one of the IBM employees who recently completed the Citrix class using RCI, says she prefers training in the RCI format because of the hands-on feeling it provides.

“I feel prepared for certification. It was one of the best classes I have ever taken.”

— Maria Olivera,
Manager of Citrix Center of
Competency, IBM

She explained that with RCI, the instructor can see the student’s screen and offer assistance as issues are encountered. In addition, the speakerphones allow the students to simply speak up if they have questions. As a result, students feel like

they are in the room with the instructor.

Maria also commented that the interactive format of the instruction was key to her RCI experience, “If remote students drift the instructor can pull them back.” The ability of the instructor to take over the labs on the student’s computer was a major benefit to RCI, says Olivera, adding, “It felt like the instructor was looking over my shoulder when I was in trouble.”

“I could ask questions related specifically to our IBM environment,” says Olivera. “The instructor could field those questions, and he was obviously knowledgeable of the product beyond the classroom material.”

IBM employees who successfully completed the Citrix training are already passing their certification exams. “I feel prepared for certification,” says Olivera, who looks forward to taking more advanced courses. “It was one of the best classes I have ever taken.”

► Highlights

- Using Remote Classroom Technology, IBM avoids the travel costs that are typically incurred with a traditional classroom training event.
- IBM employees receive quality instruction preparing them for the certification exam.