

## Case Study: Avoiding Travel Costs with RCI



### ► Topics

- Global Training
- SA Training Vouchers
- Remote Classroom Instruction

### ► Summary

A team of Tyco employees located in cities across the globe needed custom SQL and .NET training. They were able to use Microsoft's Software Assurance Vouchers to reduce the cost of the training. In addition, they avoided significant travel costs by using ONLC Training Centers' Remote Classroom Instruction (RCI) technology.

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## Tyco Avoids International Travel Costs with Remote Classroom Instruction

### The Problem

For a multinational corporation like Tyco, organizing custom IT training for a team of employees stationed across the globe can be an expensive proposition. The company was moving to a .NET platform and wanted custom training events near their headquarters in Princeton, New Jersey.

The typical solution is for companies to fly all the participants to a single location incurring inordinate travel and related costs that can exceed the actual cost of the training. That's what Tyco Electronics Division discovered when they began making arrangements for employees located in Paris, Calgary, Belgium, California, and Vancouver.

The company was working with ONLC Training Centers to use Microsoft Software Assurance Training Vouchers to defray the cost of delivering the custom training event. However, even with that, the costs of getting everyone to ONLC's Princeton training facility led them to consider the company's innovative training delivery alternative—Remote Classroom Instruction.

### The Solution

ONLC Training Centers was ready with a solution. With Remote Classroom Instruction (RCI), the Tyco employees could avoid traveling altogether, saving time and money. The Internet conferencing technology enabled a group of ten students to participate in a Princeton-based class from their homes and offices around the world.

All of the classes were delivered successfully and were well received by the students. In fact, one student from Belgium has taken several additional classes from ONLC.

According to Sean McSorley, ONLC Training Centers' Account Executive responsible for Tyco, there were no technical or logistical problems conducting the class. "The only challenge was related to having students in different time zones. Some students had to get up early while others had to work late," McSorley said. "However, that was relatively insignificant considering the amount of time and money they saved by not having to travel."

