Training Product Engineers to Build the Future's IT Solutions

Future-Focused Training Services that Enable the Creation of Innovative IT Developments

The Situation

In order to build tomorrow's IT innovations today, technology leaders need to be years ahead of the market. Typically, traditional original equipment manufacturers (OEMs) and training companies don't focus as much on investing in emerging technologies, opting instead to wait for the market to develop and create content around what already exists. Keeping up with the relentless pace of product development in the IT industry requires OEMs to put money into forward-looking, future-focused training and expertise to guide the minds and enhance the skills of their resources who are developing the next generation of software and equipment.

One leading virtualization technology company and provider of software and services for enterprises needed to train its engineers on new and emerging technologies that could be integrated into future products. The virtualization company wanted to get ahead of the curve with specialized training in future product engineering, but had previously worked with training companies that lacked the training specialization.

In search of other options that better fit their business needs and growth goals, the company decided to utilize the award-winning services of ExitCertified — an IT certification and training organization within Shyft Global Services. In addition to helping their customers reduce costs, improve scale and deliver products faster, the company needed to learn the tools that would enable the creation of products surfacing in upcoming years.

The Solution

The ExitCertified team invested in the technologies of the future to ensure the company's product team was trained on newer developments first. ExitCertified's network of subject matter experts selected instructors to develop and deliver content customized to the company's audiences and strategic objectives.

Quick Facts

Industry information
· Software technology

Firmographic information
· Leading global provider of cloud computing and virtualization software

Wanted
· Training for engineers on new and emerging technologies that could be integrated into future product

Services provided
· Enterprise-level education program development
· Product training
· Software certification

Outcomes achieved
· Product adoption
· Redeployed resources
· Revenue growth
· Employee enablement

ExitCertified facilitated in-person classes, and online courses were also available for greater global reach to employees who could not attend in person. The training content for emerging and advanced technologies spanned numerous job roles, including software developers and network engineers.

To help determine the most relevant training, the company opted to have a specific team of its engineers trained on multiple different technologies, as this team was in charge of narrowing down competing technologies. Once they determined which emerging technologies they (and the world) would be most likely to use in the future, the training transitioned to the masses of product engineers.

The Outcome

With class sizes ranging from eight to 12 students, hundreds of the company's engineers from various specialties across the world acquired new skills and knowledge on emerging technologies. Thanks to the specially targeted, future-focused training the product engineers received, they were able to utilize their newly learned skills and knowledge to bring new innovations to fruition.

Upon completing training, the company requested Shyft's ExitCertified certification and training services again to fully understand and employ a new set of emerging technologies. The company also expanded its relationship with ExitCertified, leveraging ExitCertified not only as a training delivery partner, but also as their trusted partner for employee training and certification.

Furthermore, years later, the company began to see the technologies they had initially identified as "emerging" being used in large scale, reassuring their decisions when choosing and completing training. Honing these skills to identify key up-and-coming areas enabled the team of engineers to make informed decisions that continue to benefit their firm today — and will for years to come.

> **We enabled this leading virtualization provider to train hundreds of engineers across the world on an emerging technology through a blend of in-person and online courses. To this day, the company is still an ExitCertified customer.**
>
> *—Mark McCreath, Vice President of Education and Training Solutions, ExitCertified*

About Shyft Global Services

Shyft Global Services is a leading technology lifecycle service provider that partners with companies around the world to shift the way they do business. Powered by a robust global logistics network, team of outsourcing experts and decades of experience, Shyft's end-to-end product and customer lifecycle services enable technology companies to reinvest in growth, transformation and innovation. Ready to shift your business forward? Learn more at shyftservices.com.

Shyft Global Services is a division of TD SYNNEX (NYSE: SNX).

shyft GLOBAL SERVICES