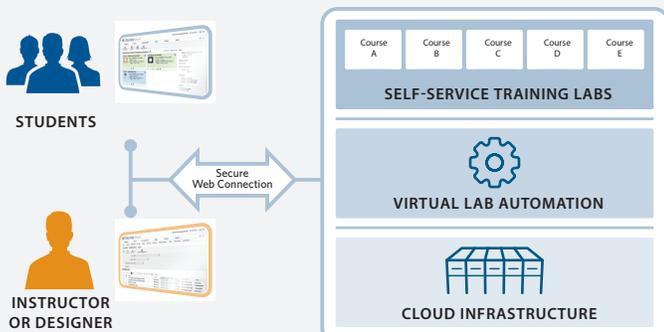


## The Challenge

Companies need access to hands-on training to get the most value out of their software investments. Training organizations either struggle with classroom and network set-ups and physical shipments, or attempt to manage limited access windows for students via slow remote desktop access points. These time-consuming tasks are not well supported by IT and distract trainers from delivering classes.

Cloud-based virtual classrooms can simplify the set-up process and reduce costs. But not all clouds are created equal. Most cloud vendors limit the number of machine and OS configurations, require applications to be rewritten rather than captured from live apps, and offer no support for automation.

**How can companies leverage the cloud to deliver a high quality training experience to more students with greater flexibility?**



## Create Virtual Training Classrooms in Skytap™

As a secure, scalable on-demand service, Skytap empowers training teams to run classrooms in the cloud without rewrites. Trainers get a complete solution to deliver a hands-on experience to all customers. Instructors can provision student machines using a web UI and get an “over the shoulder” view to guide students.

Training managers realize time and cost efficiencies while retaining quality. They can centrally manage a library of existing classroom images, access rights, usage quotas, and security policies for maximum control and visibility.

**Net result: Better training with reduced costs and IT support.**

### Skytap, Inc.

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## Key Benefits

### Deliver virtual training without IT intervention

- Rapidly create virtual lab environments
- Import and use existing classroom images to generate additional labs without any code changes
- Admin console to improve utilization and control costs

### Give students easy, global access to training labs

- Global, low-latency student enrollment and access from any browser
- Manage classroom access and usage quotas
- Increase instructor productivity with “over the shoulder” view of the entire class, suspend and review capabilities

### Increase training productivity with self-paced labs

- Learn on own schedule with self-paced labs that can be suspended and resumed as needed
- Give a complete hands-on immersive experience
- Customize student experience with API integration capabilities to learning management systems and portals

## CUSTOMER PROFILE



Interactive Intelligence’s Education Services was seeking to break the capacity limits of delivering customer education via remote classrooms and instructor-led training, and shifted their physical lab setups to Skytap virtual labs.

### Results:

- Reduced classroom setup times from 2 days to less than an hour. New labs can be added to classrooms in seconds
- Cost reduction of \$3000 or more per remote class delivery, no need to ship hardware and instructors to teach remotely
- Increased training class volume (and revenue) by 300% in Y1
- Avoided 50K - \$75K of capital expense per new physical environment setup.

*“Highly skilled partners who leverage our self-paced training generate several times more revenue than their peers.”*

Shannon Jones

Sr. Manager, Technical Enablement, IBM

# Virtual Training Labs

## Example scenarios

- Virtual Instructor-led training to remote students
- Self-paced learning, allowing global end users to flexibly enroll and complete training requirements at their own pace
- Hands-on training for complex software, such as ERP, integration and large data analytics packages
- Rapid deployment of new training and demo labs timed with product release
- Replacement of IT-managed physical training labs and dedicated hardware/software setups

## Instructor Controls

- Instructors can create classrooms and deploy multiple training labs in minutes
- Collaborate with students by directly accessing their VMs, using “over the shoulder” views
- Start, suspend, and snapshot any training lab, and “add a lab” anytime a new student needs one

## Templates and Snapshots

- Upload existing training environments to Skytap without reprogramming applications
- Store and retrieve ‘gold master’ classroom environments and VMs in the Skytap library
- Rapidly deploy virtual classrooms by using library templates
- Suspend and create snapshots of student environments to save progress, rapidly reload a clean environment, clone or share any lab

## Global Collaboration

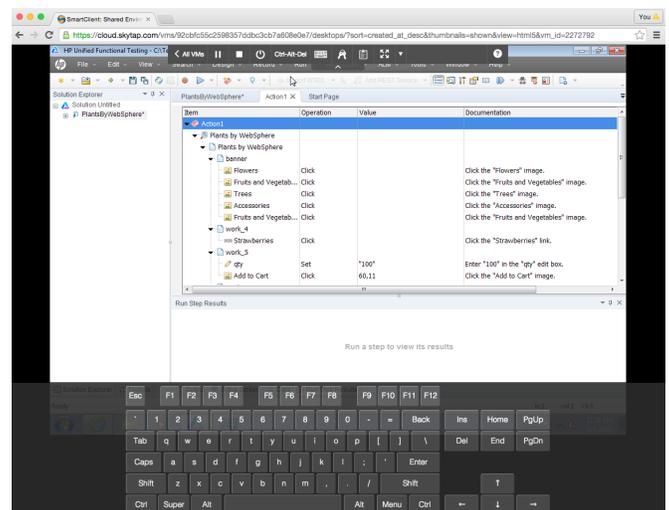
- Copy a lab from one global data center to another, so students can always access the lowest latency cloud resources
- Create multiple roles such as trainer, contractor, training manager or student with specific role-based access rights
- Provide email invitation and links to students for self-service enrollment, or sync with your education portal

## Integration, Control and Extensibility

- Create projects and assign instructors, students and resources
- Manage user and team permissions and quotas for accountability and/or chargeback purposes
- View comprehensive reporting of usage and activity
- Integration of Skytap resources through your LMS and custom portals using a rich Web services (REST) API
- Connect back to corporate in-house environments using a one-click VPN gateway



**Classroom:** Deploy multi-machine-classroom set-up in seconds



**Console:** Student console for accessing a classroom lab

## GETTING STARTED

1. Contact us for a Skytap demo
2. Review your virtual training needs
3. Set up a trial

**Be productive on Skytap this month!**

www.skytap.com or 1-888-759-8278