

DELIVERING EFFECTIVE TECHNICAL TRAINING IS A CHALLENGE

Software vendors are constantly innovating, offering new features, frequent updates, better UI, and other improvements to help customers meet their business goals and objectives. It's important that complex software solutions offer corresponding training to help users maximize both the solution's capabilities and their ROI. By making the solution easy to use, vendors cultivate repeat business and can use paid training as a lucrative revenue base.

But delivering effective training that serves both student learning objectives as well as organizational goals is a challenge that training managers are now having to face with limited resources and increased demands. Students learn by doing and expect training to include hands-on labs where they can work and experiment with systems in an isolated, yet realistic sandbox environment. Managing and maintaining these student lab environments remains a time-consuming technical hurdle.

A TECHNICAL TRAINING PLATFORM OPTIMIZED FOR HANDS-ON LABS

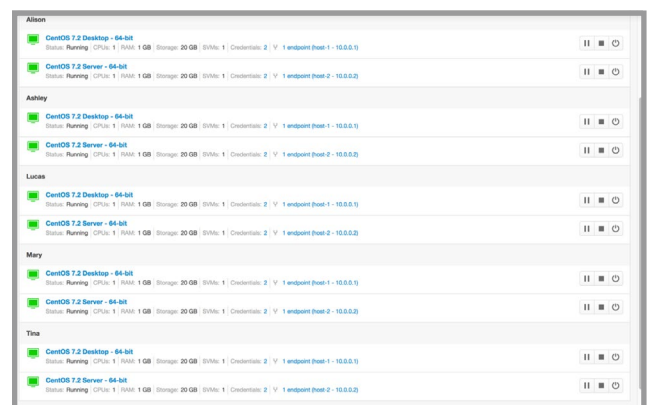
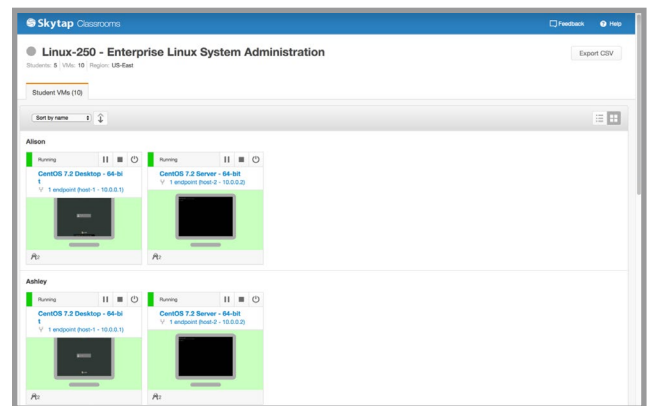
Skytap Cloud is an ideal platform for building, hosting, and delivering technical training labs. With the Skytap Cloud Classrooms extension, managing the end-to-end lab environment delivery workflow becomes a quick and simple task.

The Skytap Classrooms extension leverages Skytap Cloud's flexibility and global presence to provide an end-to-end student lab management solution. Within just a few minutes it's possible to schedule the build out, delivery, and tear down of even the most complex lab environments.

Also, Skytap Classrooms allows third parties, such as contractors or partners, to schedule and manage their own training labs, while the content and makeup of these labs remains under the direct control of the Skytap customer.

KEY CAPABILITIES THAT ENABLE EFFICIENT TECHNICAL TRAINING

- Use Templates to create any number of new, isolated, and unique lab environments.
- Enable students to interact with their own environment using a web browser.
- Observe and interact with the entire class using Class Management View.
- Manage tearing down and cleaning up student lab environments with a single click.
- Dramatically reduce SME time commitment for setting up virtual training classes.
- Track class costs and ROI through detailed usage reports.



*AIX workloads run on Power Systems side by side with Linux, Windows, and Solaris workloads running on x86 architecture.

Workflow Comparison

Standard Setup vs Skytap Cloud + Skytap Cloud Classrooms Extension

Action	Standard setup work performed by:	Skytap + Skytap Classrooms work performed by:
Build and maintain course templates	SME	SME
Registration Process	Training Coordinator	Training Coordinator
Schedule lab environments	Training Coordinator	Training Coordinator
Provision lab environments	SME	Skytap
Distribute lab access information to instructors and students	SME	Skytap
Deliver training	Instructor	Skytap
Cleanup lab environments	SME	Skytap
Evaluate results	Training Manager	Training Manager
TOTAL TIME	1-2 hours (or more)	5-10 minutes

