Quest replaces internal training system with Skytap

Background

A core aspect of Quest's ability to sell and deliver software solutions that solve its customers' IT challenges is training. While the company had historically supported its training needs with an internal product, that product was facing end of life and the training group was tasked with finding a new solution.

Challenge

The Quest team responsible for training is tasked with providing enablement services to Technical Support, Pre-Sales and Post Sales through the management and administration of private and public cloud technologies. It also serves to support product trials and evaluations among potential and current customers. While Quest had historically supported its training needs with an internal product, that product was facing end of life, leaving the training group tasked with finding a new solution. Quest determined it needed a virtual training lab solution that would efficiently deliver training at a global scale, offer a best-in-class training experience for internal use and external partners, prospective customers, and customers, and support the growing importance of remote environments for training and customer trials.

As Quest began to research solutions, it determined their new solution needed the following components:

- Single sign-on capabilities
- Built-in automation support
- Restricted template access
- User managed access resources
- Audit trail
- Salesforce integration

Quest also outlined requirements to support its pre-sales enablement services, which included: template management resources, REST API, built-in self-service and connectivity toolset and performance tests.

Overview

INDUSTRY:
IT Solutions Provider

OBJECTIVE:
Support high-quality, scalable IT training and virtual demos

USE CASE:
Internal and external training, sales enablement, demo environments

About the Company

Quest creates software solutions that make the benefits of new technology real in an increasingly complex IT landscape. From database and systems management, to Active Directory and Office 365 management, and cyber security resilience, Quest helps customers solve their next IT challenge now. Around the globe, more than 130,000 companies and 95% of the Fortune 500 count on Quest to deliver proactive management and monitoring for the next enterprise initiative, find the next solution for complex Microsoft challenges and stay ahead of the next threat.

Solution

To address these issues, Quest selected Skytap Virtual IT Labs to support its training needs for its employees, partners and customers before the company's internal solution was sunsetted. With Skytap, Quest can easily create and support training environments and sharing portals to enable distribution to external audiences, regardless of where they are in the world. Skytap also supports Quest's need to control access and design via templates and environments, saving users time and resources.

The environment Skytap provides delivers training in an efficient manner through automation with API-enabled business processes. Skytap Virtual IT Labs also supports Quest's virtual trials which can be accessed via the company's website, making it easy for potential customers to self-educate.

Skytap also supports Quest's need to efficiently and effectively support training among an increasing number of remote users. With the Skytap Virtual IT Labs solution, Quest was in a position to immediately support additional utilization and equipped to support virtual customer trials and POCs to meet the rapidly evolving needs of its business units when the pandemic accelerated this demand. "As early adopters of this technology, we were already positioned to be able to accommodate the pandemic accelerated shift to remote," notes Quest Engineering Operations Manager Michal Simek.

> "Skytap is critical for allowing our customers to try out products or perform a POC when creating their own test lab is not possible (resources, time restraints, etc.)."
>
> **– Strategic Systems Architect, Quest**

Outcomes

Quest Lab Operations uses Skytap Virtual IT Labs to support training delivery for a large volume of POCs, training classes, bootcamps and virtual trials. When asked about Quest's experience with Skytap, Quest describes Skytap as an extension of its team. "Skytap Support has been on top of any issues that we've reported and able to address our requests. Overall, our experience with the Skytap team has been great," states Quest Systems Engineering Advisor Praveen Kumar Reddy Kona.

Since the company began using Skytap to support virtual trials and POCs, Quest has leveraged the solution to successfully land several large enterprise customers. In addition to being able to effectively deliver the required training and sales enablement services, the Skytap solution improved Quest's training efficiency as the solution substantially reduced the time required to prepare for training events thanks to Skytap's automation capabilities. Quest also reduced the time required to create a training environment, apply a training schedule and communicate the environment details to the user, optimizing the experience for both the trainer and trainee, for remote or in-person coursework.

[Learn more](#) about how Skytap Virtual IT Labs can support your organization's training needs

Skytap is a cloud service purpose-built to natively run traditional systems in the cloud. Our customers use Skytap for running production, disaster recovery, virtual training labs, and development workloads. We are the only cloud service to support AIX, IBM i, and Linux on IBM Power together with x86 workloads, enabling businesses to accelerate their journey to the cloud and increase innovation. To learn more about Skytap or schedule a demo, visit www.skytap.com.