

Skytap Virtual IT Labs Case Study:

Commvault Delivers Virtual IT Training Labs and Hands-On Product Demos at Scale

Background

Facing high demand from sales engineers and staffed with a lean sales enablement team, Commvault needed to find a way to provide hundreds of high-quality product demos per week as well as support virtual sales enablement labs at large-scale seller training events.

Challenge

As a global software provider, Commvault recognizes product demonstrations and training as critical components of its sales and customer engagement models. Today, Commvault's sales engineering team has over 300 members with each member conducting multiple product demos per week. And while this team is large, the internal team tasked with supporting its virtual training labs is lean and challenged with meeting requirements in an efficient manner. In addition to the high volume of required weekly product demos, Commvault also had the need to support virtual labs for large-scale training events for its sellers.

Recognizing training and product demos as a critical component of its sales enablement and customer engagement model, Commvault sought a virtual IT lab solution that would:

- Standardize delivery of product demos globally
- Efficiently deliver seller training at a global scale
- Offer a best-in-class training experience for trainees
- Support large-scale training events with minimal set up time and resources

Overview

INDUSTRY:

Data Protection and Data Management Software

OBJECTIVE:

Support high-quality, scalable virtual demos and training

USE CASE:

Sales Demos, Training and Sales Enablement

About the Company

Commvault liberates business and IT professionals to do amazing things with their data by ensuring the fundamental integrity of their business. Its industry-leading Intelligent Data Services Platform empowers these professionals to store, protect, optimize and use their data, wherever it lives. Delivering the ultimate in simplicity and flexibility to customers, its Intelligent Data Services Platform is available as software subscription, an integrated appliance, partner-managed, and software as a service—a critical differentiator in the market.

Solution

Commvault selected Skytap Virtual IT Labs to power its virtual seller training and customer product demonstration needs. With Skytap's Course Manager functionality, Commvault can efficiently provision and track hundreds of sales demos globally each week. To make the process efficient, Commvault leverages standardized templates and environment cloning to standardize efforts across multiple regions. These templates are regularly updated by the Commvault virtual IT labs content team to support desired demo consistency.

Commvault also uses Skytap's cost-controlling features such as auto-suspend and clean up to help it support global training and demo needs in a cost efficient manner. The Skytap Virtual IT Labs solution also supports Commvault's need for tracking key performance indicators such as cost per demo and opportunity win rate comparisons between demos and non-demo prospecting engagement with its integration to Commvault's Salesforce instance.



“Skytap has enabled us to expand and accelerate our demonstration and self-learning capabilities...and we're able to focus on selling versus managing infrastructure and complexity.”

- Troy Whistman, Director, FAST Americas, Commvault.

Outcomes

Commvault realized a number of benefits as a result of its implementation of the Skytap Virtual IT Labs training solution including improved operational efficiency, demo consistency and trainer and trainee experience at large-scale events.

Tony Whistman, Director, FAST Americas, Commvault commented,

“Our partnership with Skytap has enabled Commvault to expand and accelerate our demonstration and self-learning capabilities for our field Sales Engineering teams. Expanding our portfolio usage to include Skytap Course Manager has allowed our associates to quickly and easily deploy, learn and demonstrate Commvault's award-winning data management capabilities to our customers, and we're able to focus on selling versus managing infrastructure and complexity. We particularly rely on and appreciate the configurable rules that ensure automatic resource cleanup when deployed labs are no longer needed, which both saves us money and preserves capacity,”



**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.