

SAI Global's B Wise Academy Effortlessly Scales its Remote Training for COVID and Post-Acquisition Growth

Introduction

Australia-based SAI Global, a leader in risk management services, recently acquired B Wise, a leading software company providing exceptional software for clients with these needs.

As B Wise enters its fourth year as a CloudShare customer, they agreed to share an overall impression of CloudShare and how its use of the platform eased the transition to the new company.

The Challenge

A compliance software company relying heavily on ongoing solution training needed a way to scale and easily update remote training environments with each new software update.



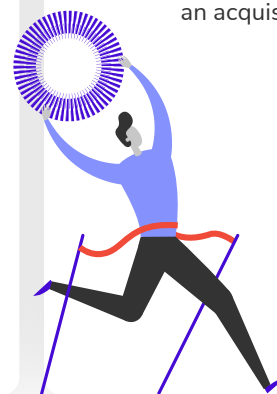
The Solution

CloudShare removed the hardware and software overhead with its cloud platform, relieving scalability limitations and streamlining the process for trainers, course developers and back office.



Results

Two seamless, elegant transitions that kept both clients and management happy: Scaling up to shift entirely to remote training due to COVID, and merging systems with a parent company after an acquisition.



The Challenge

Scaling up operations for expected growth

As the B Wise Training Academy Director at SAI Global, Vincent Perquin is responsible for providing software training for global customers facing complex regulatory compliance requirements. In the early, pre-CloudShare years of B Wise, the company had wrestled with scaling up training operations, often turning down customer requests because their systems simply could not handle the capacity. More recently, their acquisition by SAI Global meant that as part of a larger company, they would be expanding the client base even further, requiring even more training as software development accelerated.

Transitions are never easy from a technical perspective, and Perquin hoped to smoothly and quickly complete the logistics of the move to their new home. To further challenge his team, COVID-19 has pushed all their training to the virtual world, which underscored the centrality of an effective virtual hands-on training solution.

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After four years, it's fair to say that without CloudShare, we couldn't run the Academy. It's simply the core of how we train (every trainee has his/her own personal B Wise training lab), and it was clear we were going to continue using the CloudShare platform in SAI Global.



The Solution

Effortless, problem-free migration joins the long list of virtual training benefits

From their first implementation, the trainers were delighted that the entire process of initiating a session involved only sending out an email and opening a browser. Without any integrations of third-party tools, Perquin could watch those trainers' progress to be sure, for example, that their trainees were spending at least 50% of their time during the training session using the software, as required of all trainers.

"Because each trainee is running on a stand-alone, personal environment, "they can use it as they like, reset it, or make changes to settings relevant to their needs. All without impacting anyone else."

In any acquisition, the two companies invest significant time and expense in integrating the organizations' personnel, branding, and technical departments. Blending IT infrastructures is always a challenge, but as a fully hosted solution designed from the start to eliminate complex hardware and software setups and configurations, says Perquin- "The migration was hassle-free and seamless. We had to spend virtually no time working with SAI Global's IT department, as there was no hardware or software environment to plan, build, or test. With just some solid internet connectivity, we had complete business continuity. No risk of losing customers, and no late nights trying to troubleshoot a new setup."

When SAI Global releases a new version of its software (in January, they released version 5.7), it now takes only a few days – and only fractions of those days – to completely implement a training course for the new version:

- On the first day, they build a single environment blueprint, add several snapshot starting points, and use the system to test the training process as well as the software's responses. At times, this process functions as an informal "final QA," and engineering makes final tweaks before training begins.
- The second day involves having the project manager prepare the integrated emails pointing to a specific class and blueprint, with a URL and password for entry. Finally, the trainer assigned to the class does a trial run.

A typical class includes eight participants. After the initial presentation, the trainer watches trainees engage with the software through thumbnails on their screens. Trainers not only track progress, but can even “take control” of the student’s screen to demonstrate a specific function for a particular user, or even share that user’s screen with everyone in the class. Reflecting on the broad potential of CloudShare, he recalls:

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We began with CloudShare as our core training tool, but quickly saw the value in pre-sales as well.

We implemented the solution in that department to speed up demos for salespeople who didn’t have the time or patience for a long, complex setup process. They appreciated being able to focus on selling, not setup



Results

BWise training operations at SAI Global continue without a hitch, with no IT help

Perquin recalls that after just a few weeks, he could, in fact, easily check off the key benefit claims he'd reviewed before selecting CloudShare. His top three most exciting results:

- No help from IT. CloudShare delivered on the ability to instantly spin up new training sessions; the Academy had empowered its trainers to work independently, without relying on IT for every change or implementation every time a new version arrived.
- Trainers could create new sessions on the fly with just an email invitation.
- Visibility into training effectiveness. Trainers can monitor trainee activity as they explore and practice with the software, giving insight into both training effectiveness among the trainees, and what could be changed for the better; reduced support calls. In its transition to join SAI Global, BWise needed to allocate almost no 24/7 on-call staff to field support calls from users training independently worldwide. "It simply works. The process of logging in and getting a session started is intuitive and user-friendly. There's basically no real point at which anything can go wrong."

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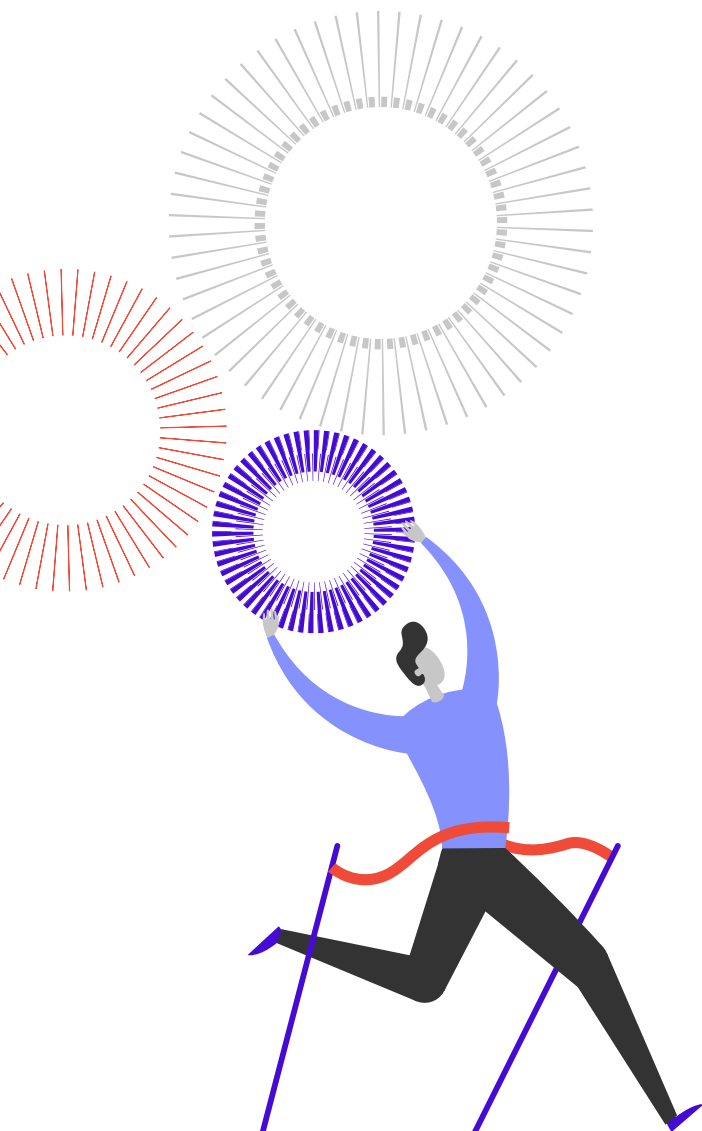
We use CloudShare across the board for guided training, stand-alone training experiences, and even in-class training. Of course, COVID has pushed training exclusively to online, which CloudShare was already perfectly optimized to manage.

Today, Perquin says he still hasn't come across any comparable alternative to CloudShare's ease of use and effectiveness. "Even when you're delighted with a product, you need to periodically scan the market to make sure you're still leveraging a best-of-breed solution. Especially when we were in due-diligence discussions for the acquisition, there was strong motivation all around to confirm the efficacy of the tools we used. As dedicated users for the past three years, we're tuned into how CloudShare works, as well as features most valued by our trainers and trainees."

In closing, Perquin adds that other departments have noted CloudShare's benefits and are interested in his guidance in leveraging it as well. "Whether for internal training or partner training, the principles are the same. And when you have a platform offering a user experience that's proven successful first-hand – for both the trainer and the trainee – I can't see any reason not to expand it across the organization."

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All the benefits of online training actually apply to in-person classroom training as well – quick setup, no server configuration, and all the collaboration tools. We'll continue to use it there as we did pre-COVID.



About Us



What is CloudShare?

CloudShare is the most powerful solution for hands-on software experiences; from sales demos and POCs, to customer and employee training, certification, and sandboxing.

Our virtual environments are completely customizable and allow the end-user to experiment with your software in a safe environment that mimics their own, thus enabling the most effective experiences.

CloudShare's Business Acceleration platform enables some of the world's top brands to accelerate their entire customer journey anywhere, in any cloud, anytime.* We're proud to serve leading global software companies such as Palo Alto Networks, RSA, Motorola, Atlassian, SAI Global, Atos, ForgeRock, Dell, Salesforce, and many more.

To learn more about how CloudShare's advanced hands-on software training solutions can benefit your business, visit cloudshare.com

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