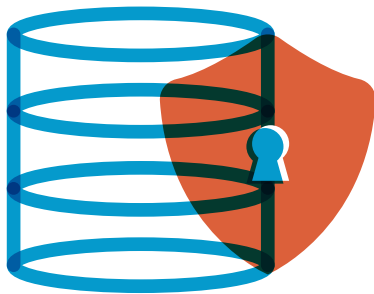




Maximizing value and convenience with virtual education

Leading cloud-based data security
provider Code42 implements
next-generation customer education
program

Data security: “the answer to everything”



The cult classic movie Hitchhiker’s Guide to the Galaxy suggested that the number 42 is “the answer to the ultimate question of life, the universe and everything.” And for businesses looking for a cloud-based data security solution, it actually is.

Code42 is the industry leader in cloud-based endpoint data security and recovery, supporting more than 47,000 organizations worldwide with enterprise-grade solutions. Companies of all sizes rely on Code42 to help monitor data movement and use, meet data privacy regulations, and recover rapidly from data loss.

But data security is a complex topic, and keeping its customers up to date on the latest techniques and technologies is no easy feat. The company’s existing training program—driven largely by in-person classroom training or webinar-style presentations—couldn’t keep up with its rapid growth.

Molly Massey, senior education manager at Code42, said,

“Our customers didn’t always have the budget or time to fly to attend a training session. We needed a way to deliver higher-value training to larger audiences by virtualizing our classroom environment and transitioning away from the impersonal webinar presentations.”

Building a virtual infrastructure

Creating added value for its customers through education and training has always been a top priority at Code42 and the reason for offering various live courses throughout the year. However, in-person classes were not always convenient for customers and the logistics of coordinating both classroom and webinar classes was time-consuming. The team relied on multiple learning management systems (LMSs) and manual processes to manage course scheduling, registrations and tracking.

“We were either giving webinar-style lectures or in-person trainings, using Macbooks and a local VM server,” said Massey.

“The infrastructure itself simply couldn’t keep up with how fast we were growing and the plans we had for expanding our education efforts.”

A versatile and robust end-to-end solution

Tasked with enhancing Code42's customer education program, Massey set out to find a cloud-based centralized LMS solution that could deliver high-quality education to worldwide customers whenever and wherever they needed it.

After an evaluation process, she selected Learndot by ServiceRocket to replace multiple LMS platforms and a hardware-based model with a single agile education system. With Learndot, Code42 educators have a highly-scalable solution that integrates with Salesforce and other education systems, like Skytap, to create an end-to-end virtual learning environment.

Now, the company has complete control over course planning, delivery and promotion while providing on-demand self-paced courses over iOS, Android or web-enabled devices. Meanwhile, the instructor-led courses and their requisite hands-on labs, which are offered either in a physical or virtual classroom, can be completed from anywhere – a home office or coffee shop – for maximum convenience.

“Combining Learndot with Skytap and Salesforce closes the gaps you find in conventional education programs,”

Massey said. **“Now, we can execute all the planning, scheduling and marketing lecture courses through Learndot and deliver a hands-on learning experience in personalized sandboxes with Skytap. With Learndot's integration tools, we also will soon be able to aggregate it all back into Salesforce, making it easy for our entire organization to get an end-to-end view of customers' education progress.”**

Consolidating program design, registration and communication into a single platform eliminates time-consuming manual tasks like registration verification and other communications. It also accelerates the creation and delivery of new training courses and provides greater visibility across the education program. Combined with various features in Salesforce and Skytap, Learndot also supports both certification programs and education subscriptions—two pillars of the company's long-term education vision.

“Customer education is moving away from conventional classroom lecture and a one-track experience model,” Massey said.

“Today's customers want to earn credentials to advance their careers, while learning at their own pace and on their own schedules. Learndot provides self-service capabilities that allow us to develop a robust library of multimedia learning content, flexible learning paths and downloadable certificates of completion to create the personalized, interactive learning experiences our customers have come to expect.”



Learning anytime and anywhere

Deploying Learndot has helped Code42's education team further advance its education efforts. Now, the company can provide customers from around the world—as well as Code42 sales teams—with live, in-person learning experiences and easy, reliable access to continuously updated virtual learning content from anywhere, at any time, on any device.

“Our hands-on education labs are now completely virtual. The transition away from physical equipment to a virtual setting has changed the way our education program runs,” Massey said.

Advancing a corporate education program is never easy. And it's even more challenging under tight turnaround times. Massey says that the company had an aggressive schedule for creating its new program—aiming to have it in place within three months—but that the support of the Learndot team was instrumental in staying on-schedule.

“The Learndot team was responsive and accommodating, helping to get everything configured how we wanted and within our timelines,” she says. **“Deploying Learndot helped us deliver a high-value learning experience for customers, while significantly growing sales of our education program within 12 months.”**

Challenges

- Replacing hardware and presentation tools with a virtual infrastructure
- Centralizing administrative process in one accessible portal
- Enabling customers to access education materials when they need them most

Solution

Code42 uses Learndot as their learning management solution to consolidate class management, customer registration and customer education delivery into one platform. It also provides a scalable, versatile and robust architecture designed to adapt to their future training needs.

Business Outcomes

Replaced physical equipment with virtualized infrastructure to enable anytime, anywhere access to rich education course materials

Increased training capacity to allow for simultaneous hands-on instruction

Generated an increase in sales from subscription-based education programs in 12 months

“Our hands-on education labs are now completely virtual. The transition away from physical equipment to a virtual setting has changed the way our education program runs.”



“Learndot is purpose-built for customer-facing education programs. It provides the features, functionality and tools we need to create the kind of high-value experience our customers expect.”

Molly Massey,
Senior education manager, Code42

About Code42

Code42, the leader cloud-based endpoint data security and recovery, protects more than 47,000 organizations worldwide. **Code42** enables IT and security teams to centrally manage and protect critical data for some of the most recognized brands in business and education. From monitoring endpoint data movement and use, to meeting data privacy regulations, to simply and rapidly recovering from data incidents such as device failure or ransomware, **Code42** is central to any organization’s data security strategy.