



# 2015 Choice Awards – IBM Training Provider of the Year

LearnQuest is very pleased to be considered for the 2015 Choice Award: IBM Training Provider of the Year. For over two decades, LearnQuest has been providing innovative, high-quality IT education solutions for international corporations and government organizations. The cutting-edge courses we offer have helped thousands of IBM customers to effectively utilize their IBM software investment, including the IBM solution areas, Cloud, Analytics, Mobile, Social and Security (CAMSS) across SWG and STG. We employ a multifaceted, integrated approach to learning so that the primary focus of LearnQuest best practices is on students' needs and delivering the highest quality educational experience.

In 2014, LearnQuest has:

- Incorporated in 18 countries
- Added 145 active partners and over 850 instructors in 77 countries
- Provided training in 90 countries
- Provided training to over 14,600 students from January – November, and is projecting over 4,000 students in the month of December

LearnQuest's dedicated global team, trainers, and technicians work tirelessly to ensure the highest quality instructor-led and virtual learning experience possible for every student. LearnQuest continuously strives to provide unparalleled ease of use and peace of mind for all students. In addition to delivering the highest quality delivery and performance against student day targets, we have provided several training success stories from customers using IBM solutions.

Here is what a few of our students are saying about LearnQuest:

*"[The instructor] helped in so many, many ways! He really knows his Cognos and knows how to translate it for those of us who aren't Cognos-speaker."*

*"The course and our instructor (Warren B.) were both great. The material was easy to understand and the pace the instructor set was good too. Warren also had a sense of humor which made the class and topic more enjoyable and easy to understand. Please give him a raise, he was awesome. I hope all your instructors are as great as Warren. I look forward to taking more LearnQuest courses in the future."*

*"The virtual training went smoothly. The instructor was very knowledgeable and responsive to every question and was very involved. He made sure everyone was on the same page and was great about keeping the pace. We had someone in the class who had a lot of off the beaten path questions. John kept the flow of the class while answering the question at an appropriate time. Great experience!"*

Australia | Brazil | Bulgaria | Canada | Czech Republic | France | Germany | India  
Mexico | New Zealand | Poland | Singapore | Spain | United Kingdom | United States

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Over the last 11 months (January – November), LearnQuest has delivered globally over:

- 1055 SPVC's
- 1244 WBT's
- 1615 Classroom Courses
- Totaling 40,900 Student Days

In December, we are anticipating **8,000** student days, bringing our 2014 total to **48,900**.

Everyone at LearnQuest takes pride in what they do every day. Our global staff is creative, innovative, and wholly dedicated to the core elements of our mission to deliver 100% client satisfaction. The LearnQuest team is continuously pursuing, discovering, and testing new ideas; for us, innovation is about applying new processes and technologies to build and sustain effective relationships with customers and balancing that with the search for long-term competitive advantages that align with our organization's core value and goals.

As our business continues to expand globally, our ability to deliver the highest level of IT training becomes even more important to enhancing the experiences customers have with LearnQuest and the relationships we continue to build to meet and exceed their evolving needs, expectations, and dynamic business requirements.

LearnQuest appreciates the opportunity to be considered for this award, and we look forward to our mutual success in the years ahead.



## Highmark Resource Access Control Facility Success Story

### Client and their Requirements

Since 2003, LearnQuest has been the primary IT and business skills training vendor for a national diversified health and wellness company that serves over 33 million people across the United States through its businesses in health insurance, dental insurance, vision care, information technology, and integrated health care delivery. With more than 20,000 employees, this company is among the largest health insurers in the United States.

### Challenge

In 2014, this major healthcare provider began the implementation of IBM zSecure RACF to augment the current security solution provided through IBM RACF. In order to implement these security solutions, the client needed to eliminate an apparent knowledge gap in RACF and zSecure RACF administration, evident in both veteran and newer staff.

### Solution

LearnQuest met with the project team to identify key learning objectives and recommend a plan to address the skills gap. Our team decided to leverage the standard IBM curriculum for RACF and ZSecure, and in this way, LearnQuest specifically tailored the classroom delivery to align with the client's exact implementation.

### Outcomes

LearnQuest delivered training on RACF and zSecure Administration to 52 system administrators, providing the skills to successfully manage the new security environment for Mainframe systems.

To contact LearnQuest in North America, call **1-877-206-0106**, or email [info@learnquest.com](mailto:info@learnquest.com).



## Hewlett Packard Success Story

### Client and their Requirements

In May 2014, LearnQuest was awarded a Request For Quote (RFQ) opportunity with a Fortune 500 IT company to train over 150 project team members in and around southern California, supporting a new U.S Navy contract built on the Jazz platform. The initiative was designed in two phases; Phase 1 was designed to raise awareness and introduce key team members to the new tools. The courses featured were System Architect, DoDAF, DOORS, RQM, RTC, RAM, RMC, and Jazz Team Server Administration. Phase 2 was designed to focus on advanced tool training in alignment with tool rollout timelines, including advanced courses on DOORS, RTC, DoDAF, Enterprise Architecture, and Requirements methodology.

### Challenge

In addition to the significant coordination effort between LearnQuest and Hewlett-Packard that took place from last May to August 2014, project timelines required Phase 1 classes to be scheduled and completed within a three week period in late September and into October. In addition, budgetary restrictions on travel required all classes to be delivered virtually by two different instructors, simultaneously. While most virtual classes were full and already supporting up to 12 students in each class, in other cases, we did not have enough students who needed training to warrant scheduling a private class.

### Solution

Through close partnership with the training coordinators at Hewlett-Packard, LearnQuest was able to schedule and deliver 12 private and two public, virtual instructor-led classes supported by hosted labs, allowing the client to train over 150 students within a three week span to complete Phase 1. Phase 2 will include another 7-10 virtual courses for an additional 75+ students as the project continues to roll out into Q1 2015.

### Outcomes

The Fortune 500 IT organization has successfully increased awareness of the new Rational platform while training key project team members in preparation for the full tool rollout. They have reported an increased understanding of the Rational platform capabilities, and are looking forward to Phase 2. The execution of this final Phase will further enable our client to support this new multi-billion dollar Navy contract.

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## Healthcare Provider Success Story

### Client and Its Requirements

LearnQuest has recently begun a new relationship with a large healthcare provider in Southern California that also covers the states of Utah, Michigan, Washington, New Mexico, Ohio, Texas, Missouri, Florida, Wisconsin, Illinois, and South Carolina. The healthcare provider's staff comprises approximately 8,200 employees and specializes in providing quality healthcare for financially vulnerable individuals and families.

A large migration from Microsoft SQL to IBM Netezza was in progress for the healthcare provider at this time. This migration would affect the everyday workload of about 200 business analysts, who would all be learning a new product together, while simultaneously managing their current workload.

### Challenge

The healthcare provider decided to migrate from Microsoft SQL to IBM Netezza but wanted to minimize any potential employee downtime as much as possible while they learned the new product.

### Solution

The LearnQuest solution was to have an instructor teach multiple classes of large groups of students (15-20 students per class) over the span of about two months. The classes were broken up into two day sessions each, with an additional day of onsite or virtual mentoring from the instructor to address questions any of the analysts may have related to either the class or to a specific task they were working on involving Netezza.

### Outcomes

The above solution gave the analysts the training they needed to begin working with Netezza at a skill level commensurate with the mastery they possessed in using SQL prior to the migration. The aggressive schedule and class size facilitated a swift knowledge transfer for their analysts so they could maintain their previous productivity levels while learning the new product. The seamless transition to Netezza proved very instructive in the possibility of having a workforce migrate to new products without the threat of losing too many "man hours" to education.





## National Retailer Success Story

### Client and their Requirements

In June 2014, an exclusive discount retailer selected LearnQuest to deliver a series of IBM InfoSphere MDM and QualityStage classes in support of a new implementation, already underway. The retailer's project team needed the training to cover a specific set of topics and labs, combining content from several different courses. LearnQuest, a preferred vendor for the company's Technology Services Organizational Effectiveness (TSOE) team's Project Management 201 Boot Camp since 2011, was uniquely qualified to support this initiative.

### Challenge

The retailer was working with very aggressive project timelines and needed to fit the curriculum into a tight timeline, as one phase of the implementation project wrapped up before the next phase kicked off. In addition, funding limitations required that multiple days of content be removed, and yet, doing so posed risks to the quality and effectiveness of the training.

### Solution

Through extensive collaboration with various company stakeholders and LearnQuest SMEs, LearnQuest was able to successfully deliver a custom education solution that combined course content from multiple sources, including labs, over a condensed duration, while maintaining a laser-focus on mission critical topics that directly impacted future project phases.

### Outcomes

We reduced the required class duration while maintaining training effectiveness by upholding the integrity of the curriculum; in this way, LearnQuest was able to provide the longtime client with substantial savings on delivery cost, effectively train its InfoSphere users, and hold steady with project timelines. Conversations have already begun to train a second wave of users, post-implementation, projected for Q1 2015.

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## University of California Success Story

### Client and Its Requirements

LearnQuest has a burgeoning relationship with the University of California, San Diego that has a population comprising over 30,000 students and over 4,000 staff members.

This University was experiencing some changes within the Humanities department with the recent loss of its lead Maximo administrator. In order to replace those skills, the department manager decided to devise a plan to develop the skills of the entire team; this way, the knowledge and support would be spread out among a group instead of relying on one person. UCSD was in agreement and wanted the team to learn key terminology as part of IBM Maximo Asset Manager 7.5 and how to use the different applications as well as design and implement workflows.

### Challenge

The UCSD Humanities department was left with the option of either hiring a new Maximo administrator, hiring consultants do the job for them, or train the existing staff on the skills necessary to compensate for the sudden skills gap. The existing team members did not possess these particular technical skill, and so, would essentially have to start from scratch in learning Maximo fundamentals.

### Solution

The solution for this customer was to teach a series of classes on the fundamentals of asset management and workflow design and implementation along with two days of custom mentoring around selected topics that align with specific workflow tasks related to personnel and inventory that the staff has encountered since managing Maximo.

### Outcomes

The above solution gave the existing team the knowledge necessary to maintain its Maximo environment without hiring new staff or onboarding long-term consultants, a supremely cost-effective solution for the University in the long run. In fact, the USC team members are now looking to build their skills further by attending a Business Intelligence and Reporting Tool (BIRT) class.



## Sydney University Success Story

### The Challenge

A local university came to LearnQuest with a requirement to deliver tailored SPSS training to a large audience using the IBM curriculum. The university actually had existing licenses for IBM SPSS in place, yet was not currently utilising them across all faculty departments because of a lack of training for undergraduate students. Additionally, a demanding faculty schedule meant that this training audience was only available for one three day period. A total of 40 students comprised the target audience, and they all wanted the training at the same time. How did we run a course designed for a maximum of 12 students, for such a large group and retain both overall quality standards and the hands on-lab component?

### The Solution – IBM Analytics

We knew that the IBM courses are generally designed to be delivered to a smaller class size; therefore, we needed to design a solution that would accommodate a lecture-style delivery and the course's essential hands-on lab component. After some discussion, we created the option of a lecture-style, chalk and talk session for day one, delivered to all 40 students. On days two and three we would split the group into smaller sessions with individual instructors assigned for each group. This enabled us to meet the university's requirement to train 40 students in three days and still cover all of the components of the SPSS course. Finally, the instructors all committed to covering the same content to ensure consistency in the practical sessions as well.

### The Result

Our SPSS instructors went the extra mile to prepare for these sessions and transform a challenging request into a client success. Feedback from the students and instructors was all very positive, and confirmed that LearnQuest undoubtedly managed to deliver a quality event within some challenging constraints. The university ensured the venues provided had student computers all set up with identical SPSS data, which contributed to a consistent experience for the students. They truly came away with a much better understanding of statistics and newfound appreciation of the SPSS software that IBM provides. We look forward to seeing these future decision makers in the industry, with the hope that one day they will invest in IBM software, the way we had this great opportunity to invest in them!

As a direct result of this successful training program, undergraduate students' use of the SPSS licenses that the university had purchased has greatly increased. This has the combined benefit of greater return on investment because the students are now using IBM SPSS Statistics software to complete their assignments and analyse their data. Prior to this LearnQuest training, the faculty was not using SPSS: they were unaware of the benefits and features of the product, namely, how it can improve the efficacy of their statistical analysis for pharmacy applications.