

NETWORK TEAMS OF SECURITY & AEROSPACE GOVERNMENT CONTRACTOR MASTER SOLARWINDS WITH PRIVATE CUSTOM TRAINING

By **NETCOM LEARNING**

The Client

The client is a renowned security and aerospace company with a global presence and approximately 100,000 employees. Headquartered in Maryland, this company serves as a government contractor and has been associated with the U.S. Department of Defense and other major U.S. federal government agencies as their preferred solution provider. Well-known for its exquisite offerings in research, design, development, manufacturing, integration, and sustainment of advanced technology systems, products, and services, the company owns 590-plus facilities across 50 states in the U.S. It also operates from 52 business locations that span across territories and nations worldwide.

The Requirement

The client serves various U.S. government agencies, including the Department of Defense. The client company has deployed SolarWinds, a network monitoring product, and it wanted its networking team to gain proficiency using it through hands-on experience. The aims of the client were:

- To train a team of network engineers to be skilled and proficient using the SolarWinds networking platform, with extensive training on SolarWinds Orion; and
- To provide the necessary SolarWinds expertise for the team while also focusing on delivering extraordinary services to help the client accomplish its missions.

NetCom Learning understood the client's requirements, as well as their need to maintain all necessary clearances and compliance from various agencies. NetCom Learning advised a blended solution of classroom SolarWinds training that covered all vital aspects of this cutting-edge network, as well as an IT management solution.

The Challenge

The client's network engineers required an increase in skills for SolarWinds essentials, while also maintaining the clearance and compliance criteria of various agencies. The main challenges in delivering the proposed solution included:

- Training five engineers in the required skills, while emphasizing practical implementations
- Enabling all participants to clear the certification-based SolarWinds training with the necessary compliance and clearance requirements
- Accomplishing the proposed training delivery of the entire SolarWinds bundle of courses within ten days

The Solution

NetCom Learning provided an in-depth assessment of all client requirements and delivered the recommended training at Kirtland Air Force Base to address all the required clearance and compliances requirements. A ten-day SolarWinds training was delivered according to the following schedule:

- SolarWinds Orion 101: Introduction to SolarWinds
- SolarWinds Orion 201: Advanced Network
- SolarWinds Orion 301: Database Automation (Custom reports Orion SDK)
- SolarWinds Orion 302: Log Event Manager
- SolarWinds Orion 303: Web Help Desk (Installation Advanced Configuration)

The custom private classroom for SolarWinds training was delivered by a certified industry expert with over 30 years of experience in delivering niche IT training with a quality approach while also assessing the business-end goals.

The **custom private training solution** offered:

- A ten-hour per day class schedule to successfully complete the desired training in the given timeline of ten days
- Lab sessions for hands-on experience
- Customized content especially developed to support the entire SolarWinds training as quickly as possible

Impact & Benefits

SolarWinds classroom-based training was delivered within the ten-day schedule and expanded to deliver various certification-mapped SolarWinds core fundamentals by an experienced certified trainer with a track record of delivering comprehensive training with practical implementation.

The blended solution for SolarWinds training not only instilled a complex understanding of this cutting-edge network management and monitoring tool in the client's team members, but it also helped the participants learn successful deployment, monitoring, and SolarWinds network monitoring tools thoroughly. This was all done with consideration of the federal compliance and clearance regulations.

NetCom Learning's custom solution featured the following significant outcomes:

- A ten-day extended schedule of training was successfully accomplished with the best-in-class, in-depth SolarWinds training;
- A team of five engineers was expertly trained with hands-on experience to gain across-the-board skills to manage and monitor the network extensively; and
- Four out of five participants rated NetCom Learning **9 out of 9** for providing a cutting-edge training experience with quality knowledge delivery.

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With a team of dedicated and knowledgeable learning professionals having deep subject-matter expertise, NetCom Learning has serviced over 80% of Fortune 100 companies. We've helped over 10,000 organizations achieve their business goals by offering a full complement of Managed Learning Services, including IT and business training, curriculum design and content development, learning delivery and administration, consulting and advisory services, and management of learning technology.

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