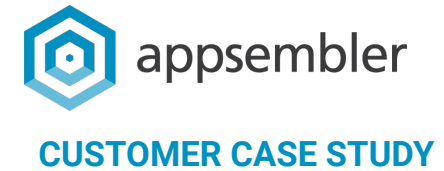




Itential provides powerful network automation software to companies worldwide — from Fortune 500 telecommunications and financial service companies to enterprises of all sizes; Itential is trusted to automate their most critical networks.



Challenges

- Itential trainers were **spending 360 days/year traveling** to customer's sites for training.
- Because all of their time was spent on instructor-led training, Itential had **difficulty keeping their material up-to-date**.
- Not all customers could attend live training, leading to **low training enrollment rates**.



Solution

- **Time Save:** Once a self-paced training portal was launched, time became immediately available to focus on developing and improving new content.
- **Up-to-date materials:** Appsembler makes it easy to create new course content and update old content.
- **Improved training attendance:** With self-paced training available, customers and prospects can learn on their own time without the need for a live instructor.



Results

- The training team **recovered 80% of their time**, which was then used for course creation and updates.
- Customers and prospects **training enrollment and attendance more than doubling**.
- Proper, hands-on training led to **higher adoption rates and product usage**.



*"Itential **recovered 80% of the training team's time**, which is now used to develop and improve new course material for customers."*

Andrew Austin | Director of Itential Academy | Itential