



DNC301-EXEC Training Course Case Study

Course provides company with network design knowledge to fulfill expanding consultant roles

The Customer

This global management consulting, technology services and outsourcing company has 120,000 plus employees in over 100 offices across 40 locations throughout the world.

The Challenge

The constantly changing technologies and convergence of voice and data network design caused the company's communications and technology business consulting unit to seek training for their business executives and partner-level consultants. The unit works with major telecommunications carriers and service providers to identify solutions to meet specific business trends, needs and opportunities within their network operations. In order to maintain these relationships, the company needed to enable their consultants to help their clients achieve dramatic, rapid performance improvements across converging network functions.

The company required a training curriculum immediately that would provide the depth and breadth of content and reference material for senior members of the firm within a very minimal timeframe. They also needed the on-site subject matter expertise capable of supporting the effort. Lastly, they needed trainers that were capable of delivering the material, lead a highly interactive C-level session, and answer related or off-subject technical and business questions during the course.

The Solution

The company engaged Spohn Training to tailor its DNC301-EXEC Data Network Design Course to meet specific course objectives. Technical course topics covered data networking landscape, networking fundamentals, IP networking applications, metro and wide-area network services, and integration of legacy networks with VoIP and IPTel infrastructures. Business course topics focused on skills for communicating effectively with both Enterprise and Service Provider customers on legacy and emerging technologies and their implementation.

A four and one-half day course was developed which included a 525-page training manual and resources guide with over 735 slides, case studies, and other supporting materials. The complete training solution included student needs analysis, content development, pilot testing, delivery, ROI reporting, and content maintenance.

The Results

- Level 1 Student Reaction and evaluation was excellent with results averaging 4.5 out of 5.
- Level 2 Student Learning evaluation showed monumental improvement with scores averaging 51.5% on pre-tests and 94.0% on post-tests.
- The DNC-301 Exec Data Network Design course was so successful, it has now been incorporated by the company into its ongoing Sales and Technology curriculum for all business executives down through entry-level consultants.

Student Quotes

"Excellent course for consultants who need an intermediate overview of advanced Telecom networking technologies and trends."

"Coming into this class, I felt that my Data Networking knowledge was truly a 1 or 2. But after taking this class, I feel like I know much more and feel more comfortable about discussing Data Networking topics."

"All new consultants should take this course. It's very helpful to understand all the terminology."

"I would recommend this course to anyone at the consultant level & above who interacts with clients and to gain a better understanding of the challenges our clients face."

"I like the overview it gave of different aspects of networking (e.g.) equipments, business landscape changes. This made the whole picture come together more adhesively and relevant."

For further information please contact our corporate office at 512.685.1000

