Fortune 100 Insurer Drives ROI from Training that Hits the Sweet Spots—Painless, Targeted and Impactful

When Michael Davey, Senior Account Manager with IBM® Rational® Sales, connected his customer, a Fortune 100 insurance company, [names withheld in respect to corporate policies] to Island Training, it was, he said, "a no-brainer." Island Training was able to fulfill a customer-specific requirement—training for Rational Team Concert™ within a .NET framework. And, big picture, Davey knew that Island's business model would align with the organization's IBM Rational training needs.

Island Training's role-based approach to training melded with the customer's organization. Island was also built to support global training, a perfect fit for a customer with an IT group of 4,000 and offices spanning all U.S. time zones and extending overseas. "Island's virtual training model allows us to be more cost effective *and* more responsive to training requests," said a training consultant with the insurer. "You can set up classes much faster when you don't have to ship live people around the globe."

Island Training's nimbleness continues to surprise the training consultant who works on a regular basis with 10-12 training suppliers and on an occasional basis with another 25-30. "When people want training, they want it now, and no one responds faster than Island Training," he said. "We are accustomed to a three- to six-week lead time to put a class together, and it is no exaggeration to say that with Island Training, the lead time is three to six days. And it's not just that they can deliver a class quickly, they can deliver it globally and in the right time zone."

Island Training also serves up training in the manner that the training consultant most appreciates—with no stress. "I would say I am working with the toughest, most discerning students I have come across," he said. "My audience knows their stuff, and if someone doesn't like an instructor, I hear about it. The fact that I don't get complaints about Island is the best possible endorsement. Island is looked upon as a trusted partner because they are the experts in their field."

The training consultant has also worked with Island to create custom content, a practice he typically avoids. "I love Island's approach," he said. "They get our time constraints. They say, 'let's do as little as possible, and let's do it right.' Then customization becomes realistic, and the ultimate benefit is a faster, more impactful learning experience. "

Davey, who has brought Island Training on board for several multi-national financial service clients, is not surprised at the positive long-term relationship that has developed. "I don't sell products as commodities, I sell solutions based on a specific ROI," said Davey. "A huge component of that return is investment in training. I turn to Island Training based on my complete confidence that once the customer does make that move to invest in their user community via Island Training, they are going to be glad that they did it, and they are going to reap the ROI they expected."

"We are accustomed to a three- to six-week lead time to put a class together, and it is no exaggeration to say that with Island Training, the lead time is three to six days."

Training consultant
Fortune 100 insurance company

About Island Training
Island Training Solutions provides expert training, consulting, and mentoring focused exclusively on IBM Rational software tools. We offer the opposite of one-size-fits-all software training. Our unique modular training model lets clients configure a curriculum that precisely fits their specific needs. And we offer role-based training with a typical 80/20 lab/lecture mix so students get hands-on experiences with live, world-class instructors learning the specific tasks that will help them be more successful in their roles. Classes are offered anywhere@anytime via virtual classrooms that let us stretch across locales and time zones to consistently accommodate student needs.

IBM, Rational, and Rational Team Concert are trademarks of International Business Machines Corp., registered in many jurisdictions worldwide.

Island Training Solutions, Inc
info@islandtraining.com
Toll Free (855) 401-8485
www.islandtraining.com