



AGILITAS LEADS THE WAY IN PROVIDING IT TRAINING SERVICES TO SCC

SCC benefits from leading IT training services

SCC, the major European IT infrastructure services provider and first private IT group in Europe required a training solution to supplement the company's in house training capabilities.

With a number of years' experience supplying inventory-as-a-service to SCC, they were confident Agilitas had the specialist knowledge, expertise and infrastructure to develop a solution that would be able to add to their skills base.

Challenge

SCC was running a host of its own internal training courses, however these predominantly covered a small range of requirements for existing customers.

With aggressive growth plans in place, SCC needed a solution which would enable them to expand into new markets, grow existing client accounts and win new customers, without too much upfront cost and risk. It was crucial that the chosen training supplier was able to deliver training across a wide range of server & storage products and manufacturers. They also wanted to work alongside a partner that understood the market and could work cohesively in supplementing any new business opportunities.

Solution

Agilitas' Training Services provide flexible, cost effective and experienced resource for multi-vendor hardware support training. Course content incorporates product training on both current and legacy technologies across all the leading OEM platforms.

What differentiates Agilitas training from many others is that the course delivery is a mixture of classroom and lab delivery with the emphasis around hands-on methodology. This approach provided SCC engineers with the necessary skills to transfer the knowledge they had gained into providing resolutions in real-life technical environments for their customers.

Ensuring the engineering teams are trained and skilled to the most relevant and up-to-date IT systems is a constant challenge for SCC, but Agilitas works closely with them, listening to their growing needs and requirements, whether for existing customers or new business and have created a wide range of course content that is purely focused around the needs of SCC customers and engineering teams.

Overall benefit to SCC

Through outsourcing the training to Agilitas, SCC was able to expand its service portfolio into new markets including Enterprise IT Support and Unified Communications. SCC was able to do this with the confidence Agilitas is always competitive on tenders and has the ability to quickly upskill technical team members.

“Pricing is very competitive in comparison to alternative training routes, whilst service is second to none” explains Mr Heatley, “With the legacy and current product training they are able to provide, in addition to the creation of bespoke course content we have been able to ensure our engineers have the skills required for new customers and for growing requirements of existing customers”.

Using training to upskill SCC engineers rather than relying on outsourced engineers and support has cut costs in a number of ways; increasing first time fix levels through more informed and accurate diagnosis, reduced service delivery costs through timely call closure, bringing outsourced support against non-core products back in house and providing a valid alternative to expensive and inflexible OEM support.

In addition SCC has seen customer retention increase as customers recognise their ability to expand their support rather than going out to tender again. Staff retention has also grown as the partnership with Agilitas has seen continual recognition and development of the SCC engineering team.

Darren Heatley, Distributed Services Manager, UK North - SCC

“ For many years Agilitas has been a trusted partner of SCC. As market leaders we are selective with who we work with. We choose partners that demonstrate the same commitment to quality and service as ourselves; openness, trust and honesty are key.

From company directors, to engineers, to help desk support, the whole company is customer focussed, I know I’m going to get the right person and first class service every time.