an
NTT Communications
Company

Customer

Symantec

Region	Global
Employees	20,000
Vertical	Technology

Key benefits

- Easy to use, feature-rich technology enables engaging, multimedia collaboration experiences that can be created and made available to anyone at the click of a button.

- Quickly deploy and manage online training courses and curriculums that incorporate live meetings, virtual classrooms, and self-paced courses that are accessible anytime, anywhere and on any device.

- Superior training from Arkadin technical experts who are highly skilled in the Adobe Connect advanced meeting and webinar modules.

Arkadin enables Symantec to train the technical trainers: Worldwide team embraces Adobe Connect technology

Overview and challenges

Global security leader Symantec Corporation is one of the most recognized technology companies in the world. A member of the Fortune 500, it operates one of the largest, global cyber-intelligence networks in the world and helps people, businesses and governments seeking the freedom to unlock the opportunities technology brings – anytime, anywhere.

It is critically important that Symantec provide comprehensive training on their solutions. A team of 50+ instructors provides a combination of physical and virtual lab-based training on a global basis to certify students on Symantec products, ranging from security to storage and network-monitoring solutions. Having a robust virtual-training tool is essential. When their former technology provider was unable to fulfill their requirements, they needed to identify a new solution and a provider who could conduct intensive global trainings.

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Arkadin solutions

• Adobe Connect powered by Arkadin

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"As a result of Arkadin's training, our worldwide team of trainers can focus on the course content and not struggle with the collaboration technology."

Anita Kapadia, Sr. Program Manager, Symantec Education Services

After researching multiple solutions, Adobe Connect was selected for its feature-rich conferencing and training functionality. Its Learning module had all of the features required in a simple to use and highly flexible interface, including:

• Content library for storing course material that is easily accessible to worldwide trainers.

• Integrated audio and VoIP.

• White-boarding and real-time polling for interactive quizzing.

• Persistent learning environments that are fully customizable and accessible on the fly.

The Arkadin solution

It was essential for Symantec to have a partner who could provide the training for their global client base. Arkadin's worldwide footprint and reputation for exceptional training and support gave Symantec the confidence it could fulfill their requirements.

"We needed a partner with Adobe Connect expertise to provide comprehensive training so our instructors could be confident in the virtual environment when teaching our clients. Arkadin's value-added unlimited training was an important consideration."
– Anita Kapadia, Symantec

An initial six-month pilot was developed to ensure they had the most effective approach. It was critical to have buy-in from the instructors if the trainings were to be successful. As they had used a different collaboration solution for nine years, many of the instructors at first didn't think they would need much training. Initially, the plan was for an hour of instruction on Adobe Connect. But after the pilot, it was apparent that a more in-depth approach was needed.

Symantec had a multi-tiered virtual training strategy that consisted of lectures and instruction using PowerPoint, student interaction via polling and white-boarding, as well as lab time for hands-on experience. While Adobe Connect wasn't used during lab time, it facilitated real-time communication with the students.

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About Arkadin

Arkadin is one of the largest and fastest growing providers of Unified Communications and Collaboration services in the world. With a vision rooted in the belief that progress emerges from people's desire to share, Arkadin offers a complete range of integrated audio, web, video and Unified Communications solutions. These services are delivered in the cloud for fast, scalable deployment and a high ROI. The company's global network of 50+ operating centers in 30+ countries has dedicated local support teams to service its 37,000+ customers.

As an NTT Communications Group company, Arkadin offers the most comprehensive collaboration and Unified Communications services for meeting customer needs around the world.

To find out more about Arkadin, please visit www.arkadin.com

Arkadin's hands-on approach was a key factor in the program's success. In the spirit of a true partnership, the Symantec and Arkadin teams had frequent communications that improved best practices for each business unit. Feedback from the instructors was continuously monitored by Symantec and provided to Arkadin so the curriculum could be updated and improved prior to being finalized.

At the conclusion of the training, Symantec issued a survey to ensure they had all relevant feedback to apply to the program.

"We built a strong partnership with Arkadin and our instructors. All sides were aligned on our goal for delivering exceptionally high levels of instruction. The continuous improvement and the flexibility our Arkadin trainer expressed were essential for our success."
– Anita Kapadia, Symantec

Business value

Highly customized training program
Arkadin's expertise and hands-on approach to training enabled Symantec's trainers to realize the full power of Adobe Connect for successfully administering their worldwide virtual education programs.

Technology ROI
Adoption of the Adobe technology was critical, yet there were risks considering the team used a different service for nine years. Arkadin's value-added service and account team support resulted in a much better user experience for the instructors and students.

Energized team of global trainers
The level of enthusiasm among Symantec's instructors was so high following the trainings that they offered to mentor their peers who were new to Adobe Connect during their first week using the tool.