

## A Canadian Cable Operator Delivers Cable Television, Telecommunications, and Media Services to Over One Million Customers

### **Situation: Achieving Cisco CCNP® Designations**

Comprehensive training and certification are essential in ensuring that a Canadian cable operator's (CCO) networking professionals have the skills necessary to deliver and manage the latest in innovative high-speed telecommunications services to institutional and residential customers.

Several CCO employees came to Global Knowledge, the world's largest authorized Cisco training partner, to pursue their Cisco Certified Network Professional (CCNP) certification. CCNP certification is one of the networking industry's most stringent and sought-after technical designations for IT professionals who are required to install, configure, and troubleshoot complex Cisco-based networks.

The CCO team was looking for a graceful solution that would combine the convenience and cost savings of e-Learning with the interactivity and hands-on experience of the classroom. Moreover, while team members wanted to leverage each other's strengths by training together, they were keen to limit the amount of time away from the responsibilities of their jobs.

### **Solution: Authorized Cisco Internetworking Training Delivered in the Virtual Classroom**

To meet CCO's training requirements, Global Knowledge immediately deployed its vendor-authorized Building Scalable Cisco Internetworks (BSCI) course, a core component of the CCNP program, for the virtual classroom. Designed to give students the advanced skills necessary to configure Cisco routers for scalable operation in large and growing internetworks, the course combines theoretical concepts with advanced command sets to teach students how to configure and optimize a scalable internetwork.

Further, Global Knowledge's state-of-the-art live lab router base enabled the students to exercise the theoretical concepts learned in class and use advanced command sets to configure and optimize a scalable internetwork in a live lab environment over the Internet. Hands-on exercises allowed the team to focus on configuring advanced IP address management, routing protocols, and optimizing routing update operation.

### **Results: Unprecedented Flexibility, Live Labs, and Expert Content Without Leaving the Office**

To the CCO students, the key advantage to the training in the virtual classroom was that the team had access to the same expert content, expert instructors, and live lab equipment as in the classroom without the associated travel costs and out-of-office time. In many cases, costs are reduced by 50 percent because the costs of travel, food, and lodging are eliminated.

"When working with others in a classroom lab environment there's usually one student who takes ownership of the challenge. If you're not the one to take ownership, you miss much of the experience," said the CCO team leader. "In the virtual classroom, you interact with other students but ultimately have to complete the lab exercises yourself."

### **About Global Knowledge**

Global Knowledge is the largest privately held provider of training, enterprise learning services, and software solutions for information technology (IT) and management professionals. We offer a broad array of hands-on IT, project management, and professional skills training featuring proprietary core and custom curriculum as well as content from leading companies, including Cisco, Microsoft, Nortel Networks, and Red Hat. We provide comprehen-

sive solutions and services that support enterprise-wide learning initiatives including customer, channel, and employee education; software migrations; product launches; regulatory compliance; and business application adoption.

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