



## Customized MPLS Training Meets Tight Time Demand for a Canadian Network Solutions Provider

### Profile: Network Solutions Provider (NSP)

Headquartered in Canada, the NSP designs, implements, and maintains narrowband and broadband consolidated voice, data, and video networks for some of the world's leading carriers and service providers, often under extremely tight timeframes. When the NSP signs customer contracts, it frequently has to have network services up and running in a matter of days or weeks.

### Situation: Implementing Internet and Data Services across a Global IP-Based Network

NSP recently partnered with one of the world's largest service providers to help design, install, implement, and manage virtual private network (VPN) services, a global multiprotocol label switching (MPLS) IP-based network. NSP's suite of managed services would maximize network security and optimize bandwidth and quality of service for customer VPNs.

NSP's team of ten network engineers and administrators needed to develop immediate expertise in MPLS technology. In addition, the course needed customization to provide three product managers with a clear understanding of the fundamentals of MPLS to ensure services were being rolled out quickly and cost effectively to customers.

The scenario wasn't unusual—NSP's teams often do not know the scope of required training until the actual customer contract is finalized. Because training often needs to be arranged and accomplished in a matter of days, responsiveness and flexibility in timing and scope of training are critical. NSP knew from experience that Global Knowledge would provide the right solution. The quality of the courseware and instruction make Global Knowledge NSP's preferred training partner.

### Solution: Customized Onsite Delivery of Cisco MPLS Training

Global Knowledge immediately arranged for a customized version of its Cisco MPLS Technology Essentials course at NSP's headquarters. After conducting a detailed needs assessment, Global Knowledge tailored its course to deliver the right level of training to each team member. This ranged from introductory MPLS theory for NSP's product managers to in-depth technical fundamentals and hands-on instruction on how to effectively implement, integrate, and deploy an MPLS network infrastructure for NSP's network engineers and administrators. Further, the MPLS VPN lecture and labs covered the models, diversity, implementation, troubleshooting, and flexibility of MPLS VPNs.

### Results: Hands-On Training and Expert Instructors = Skills Immediately Applicable to the Customer Network

Faced with such tight timelines, it was essential that the NSP team develop skills immediately applicable to the project at hand. Through its long-standing partnerships with vendors like Cisco and Nortel Networks, Global Knowledge ensured NSP was learning and training on the very same equipment deployed in the customer network. Coupled with the quality content and hands-on experience of Global Knowledge's onsite live labs, the NSP team found that the experience and professionalism of the instructors clearly differentiate Global Knowledge's training solutions. Rather than just being "book smart," Global Knowledge instructors are able to apply the real-world experience they've had in the past to the challenges students face in their day-to-day jobs. Their commitment to students extends well beyond the classroom, whether it's staying late to coach them through extra lab exercises or acting as mentors once students apply their new skills back on the job.

## 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 comprehensive 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.

For information about IT & Management Training, call 1-800-COURSES.

For information about Enterprise Solutions, call 1-800-316-7423.

For Government Solutions, call 1-877-333-8326.