

Skytap Virtual IT Labs Case Study: Synopsys Software Integrity Group transforms global customer training with Skytap's cloud-based virtual labs

Background

With a dynamic technology product and customers all over the world, Synopsys Software Integrity Group needed a solution to deliver training virtually with fast connection speeds and the ability to quickly adapt to meet new requirements and scale.

Challenge

With a dynamic product in a highly competitive industry, Synopsys Software Integrity Group's customer training material is constantly being updated. Already cloud-committed, the company sought a cloud-based training solution that could quickly adapt to meet new requirements, scale, and solve its need for a global solution with customers in numerous regions.

Prior to Skytap, training was conducted in-person with laptops that the company had to ship to each customer location. Training was limited by the number of laptops available and learners often had to share a laptop with a partner. This process was logistically challenging and limited the amount of training Synopsys Software Integrity Group could conduct. It also resulted in frustration from instructors who had to set up each laptop prior to training and relied on the IT team to update course materials and reset environments.

Background

INDUSTRY:

Software

OBJECTIVE:

Deliver global virtual customer training

USE CASE:

Virtual Training

About the Company

Synopsys Software Integrity Group provides integrated solutions that transform the way development teams build and deliver software. Its portfolio of software security products and services interoperates with third-party and open source tools, allowing organizations to leverage existing investments to build the security program that's best for them.



“Skytap is such a simple and easy-to-use platform. I'm an OPS person and before Skytap I had to rely on help from an IT person to set up training labs and troubleshoot issues. With Skytap, I no longer need IT help and can do everything myself.”

– Larenda Page, Instructor-Led Training Program Manager, Synopsys Software Integrity Group

Solution

The company quickly implemented Skytap and now dynamically provisions resources around the globe based on the size of the class and hardware requirements of the product. Using a mix of support and self-service portals, instructors can quickly adjust the virtual environments to suit its customer training needs. When the global pandemic hit, Synopsys Software Integrity Group was already prepared with a cloud-based solution to continue delivering customer training without a hitch.

“With Skytap we have the ability to scale training. Previously we were limited by the number of laptops we could ship to students, but now we can spin up as many courses and environments that we need in Skytap.” – Drew Thompson, Director of Training and Enablement, Synopsys Software Integrity Group

With customers all over the world, Synopsys Software Integrity Group utilizes Skytap data centers to deliver strong connection speeds and check latency prior to course start times. There can be up to five courses per week using Skytap at the same time from various locations across the U.S., India, APAC and EMEA.

Outcomes

Skytap assisted Synopsys Software Integrity Group in its goal of improving the training experience for both instructors and trainees. Using a mix of support and self-service portals, the company can quickly adjust the virtual environments to suit its customer training needs. With each learner having their own virtual machine, instructors can easily access each machine on the backend and help an individual learner to provide a personalized learning experience.

A Skytap customer since 2014, Synopsys Software Integrity Group uses Skytap Virtual IT Labs to:

- Support global customers in regions such as EMEA, APAC, the U.S., and India with fast connection speeds for courses
- Conduct internal and external training remotely with minimal setup time
- Deliver over 150 courses per year
- Improve the instructor experience during live classes and make it easier to maintain and update course materials
- Deliver a personalized experience for each learner with their own virtual machines
- Reduce costs, frustrations, and limitations from the prior training method of shipping laptops to training locations globally
- Be self-sufficient in delivering courses and no longer relying on IT to help training administrators and instructors set up for training

Using Skytap’s automation tools, Synopsys Software Integrity Group can control costs and provide peace of mind that it only pays for what it needs when it needs it. The company also has access to Skytap support globally to troubleshoot any issues they might have with the platform. “When I need to contact Skytap for support I get a response right away and don’t feel like I’m in a generic helpdesk queue. I know who my support person is and that’s a big differentiator,” Page added.



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Skytap can help your
organization provide virtual
training, demos and POCs.**

Skytap is a cloud service purpose-built to natively run traditional systems in the cloud. Our customers use Skytap for running production, disaster recovery, virtual training labs, and development workloads. We are the only cloud service to support AIX, IBM i, and Linux on IBM Power together with x86 workloads, enabling businesses to accelerate their journey to the cloud and increase innovation. Skytap is a Kyndryl company. To learn more or schedule a demo, visit www.skytap.com.