



GrillaTech

EDUCATION CASE STUDY

MULTI-LEVEL PRODUCT TRAINING FOR
PALO-ALTO

COMPANY OVERVIEW

GrillaTech is a leading provider of independent professional, training and support services to the IT Channel with a focus on delivering high-quality solutions to a diverse channel clientele. Our services are beyond ordinary with an emphasis on delivering business outcomes for our partners.

CHALLENGE

A leading banking client had chosen to **refresh and expand** on their use of Palo Alto firewall devices and technology throughout their UK and European offices. They wanted training that reflected the various levels of interaction and usage to the stakeholders ranging from IT and support services to day-to-day users. The available training solution did not meet their requirement.

SPECIFIC ISSUES

- Multiple teams of users

Users were spread across several departments and had different levels of experience.

- Appropriate training modules

Variability in the requirement of training based on expectation of use and need of use.

- Availability of time

Training needed to take place within the needs of the business and with minimum downtime to the delegates.

SOLUTION

Objective

To meet the appropriate training standards at the right levels across the organisation whilst addressing business needs.

Approach

Implementation of a multi-level training process to address each level of delegate to meet operational requirements:

- Module structure and suitability
- Flexibility for minimum business downtime
- Monitoring and Feedback

Conclusion

The implementation of multi-level training courses allowed the delegates to receive relevant training to their job roles without additional burden of time and irrelevant content. By overcoming this customer service challenge we achieved improvements in participation and relevance to the product usage. The company were able to meet employee needs effectively, leading to higher satisfaction and quicker adoption of the new technology.

