



## Training in a Cloud

How Cloud Services Improve Training

## Agenda

- Overview skill:form AG
- View on Cloud Computing
- Where we started
- Cloud architectural thoughts, components and model
- The value of MATERNA's cloud services

## skill:form – in a nutshell

- **Consulting services** and **implementation** of training and knowledge management for companies of all sizes: from small medium-sized companies to large corporations.
- **Individuality** and integration of company-specific knowledge replace catalogue training courses.
- Comprehensive and integrated **Quality Management**.
- In-depth know-how because of our own **competence centres**.
- Project leaders, consultants, product specialists and university professors with more than 1,000 years of training experience.
- Over 160,000 training hours per year.
- We turn fixed costs into **variable costs**.



## The skill:form AG



### 5 stars for skill:form training centres

The skill:form training centres in Berlin, Düsseldorf, Frankfurt, Stuttgart and Munich have done very well in the International Training Center (ITCR) evaluation by PerformNet AG and achieved the highest possible rating.



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## View on Cloud Computing (1)

### What is Cloud Computing?

Cloud computing is internet-based computing, whereby shared resources, software and information are provided to computers and other devices on-demand.

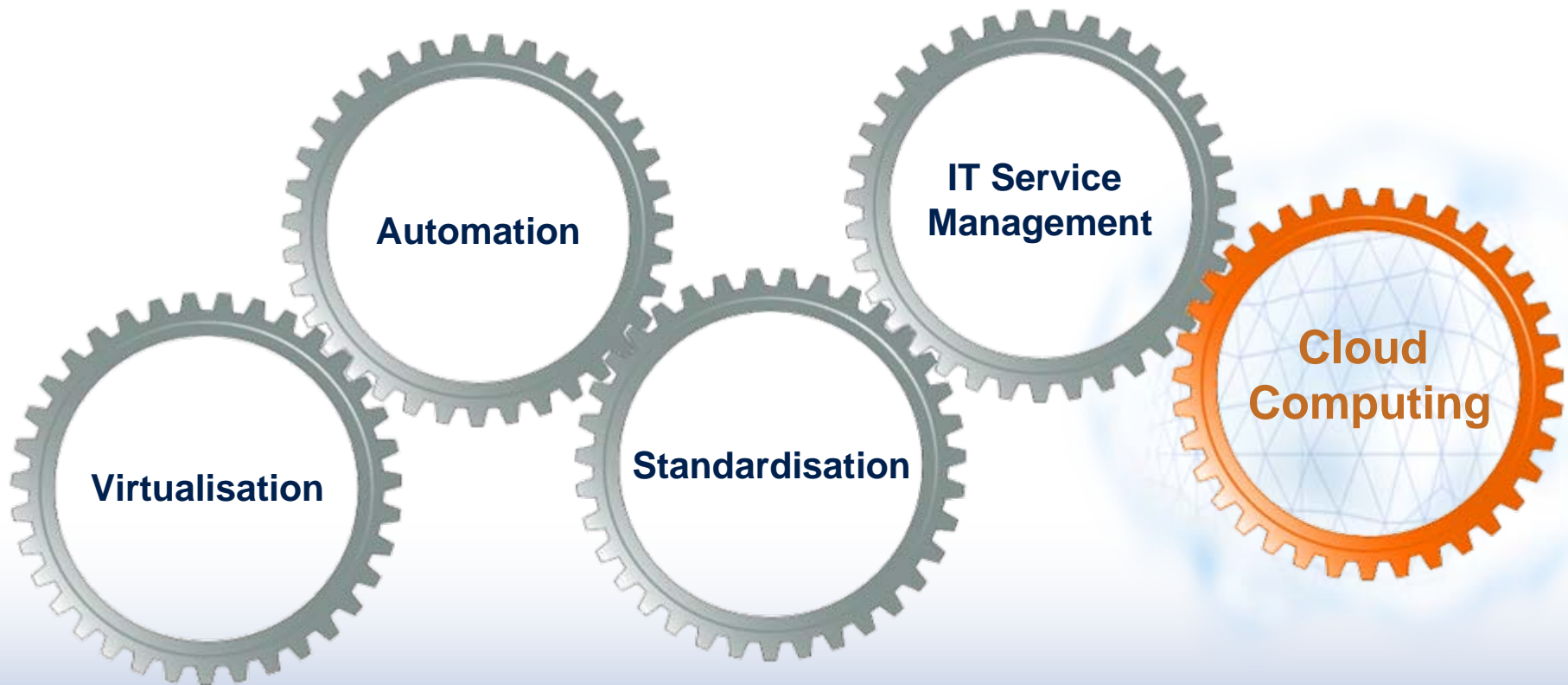


### Provision of IT Services

- with the help of internet technologies
- which are standardised
- which can be ordered with self-service functions
- which are separately billable

## View on Cloud Computing (2)

### Drivers for Cloud Computing



## View on Cloud Computing (3)

### Types of cloud services



### MATERNA's cloud focus: **Desktop as a Service**

- Logically located in Platform as a Service
- Provision of solutions using virtual desktop infrastructure
- Addition of specific solutions (Software as a Service)

## Why use cloud solutions for training courses?

Problem area	Solution requirements
Revenue per training depends on the number of participants	Cost structures also have to be shapeable according to number of participants
Increasing number of short time bookings/cancellations by participants in training courses	Fast reactions due to automated and standardised processes
More and more trainings changing from open group to in-house courses	Training environments must be made available independent of the location
Extreme seasonal fluctuations	„living structure“
Participants are inexperienced and practice	Secure, isolated training area with repair possibilities
Necessary additional topics and exercises often only become apparent during the course	Must be simple to change and adapt training environments
Processes (e.g. room preparation) always identical	Automation

## Agenda

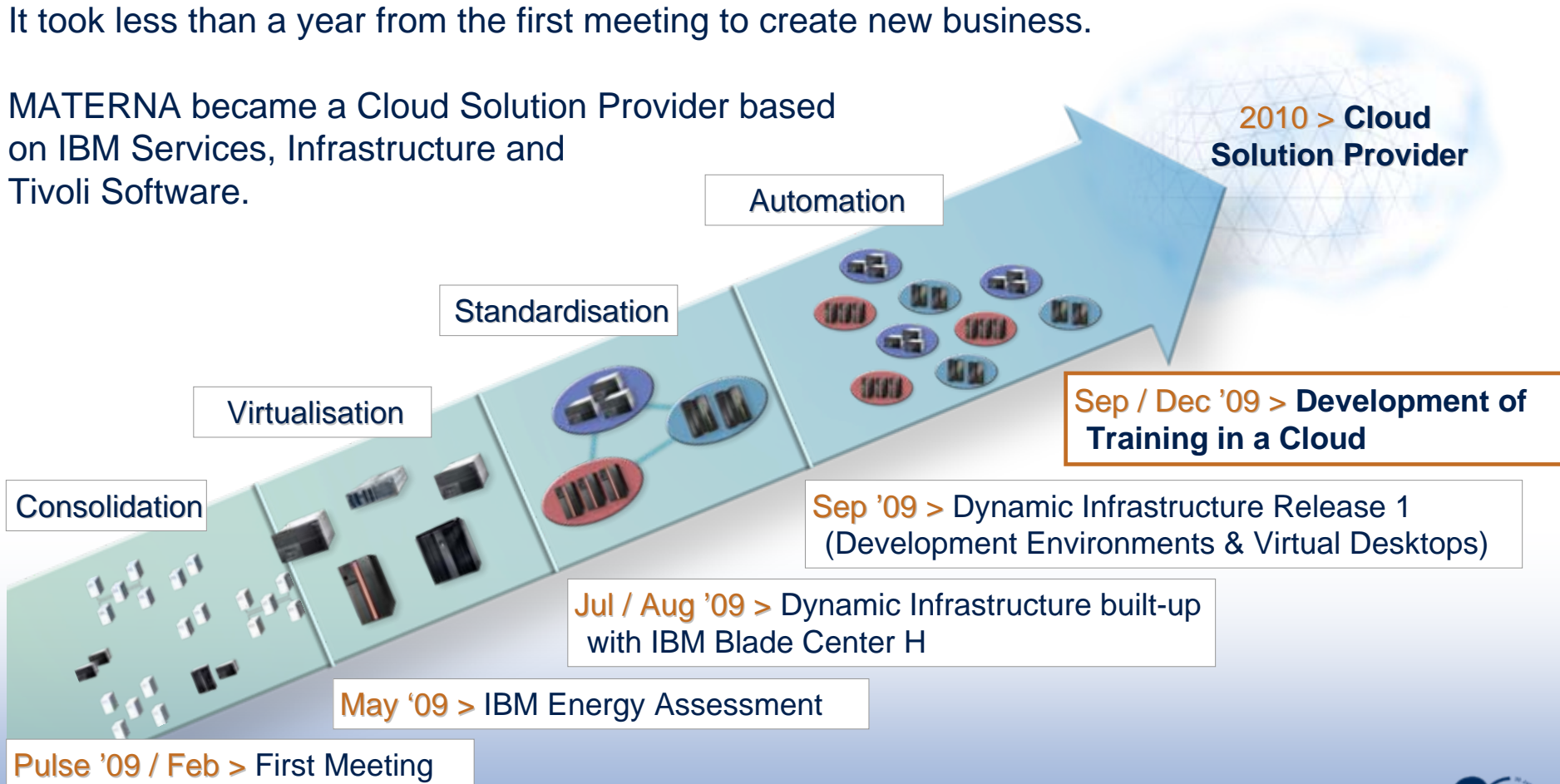
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## Where we started (1)

### Four steps to becoming a Cloud Solution Provider

It took less than a year from the first meeting to create new business.

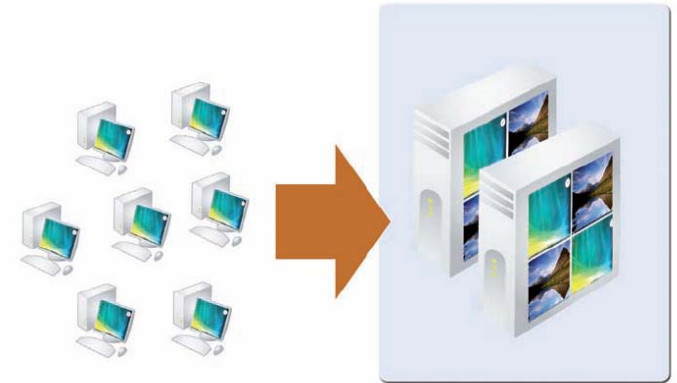
MATERNA became a Cloud Solution Provider based on IBM Services, Infrastructure and Tivoli Software.



## Where we started (2)

### Training infrastructure centralisation through consolidation and virtualisation

- Simplified management through centralisation
- Optimised utilisation of resources through virtualisation
- Easier infrastructure scalability
- Enabling of non-localised usage through virtualisation
- Replacement of expensive local PC clients with Thin Clients (or use of local hardware without installation)



## Where we started (3)

### Training environment optimisation through standardisation and regulations

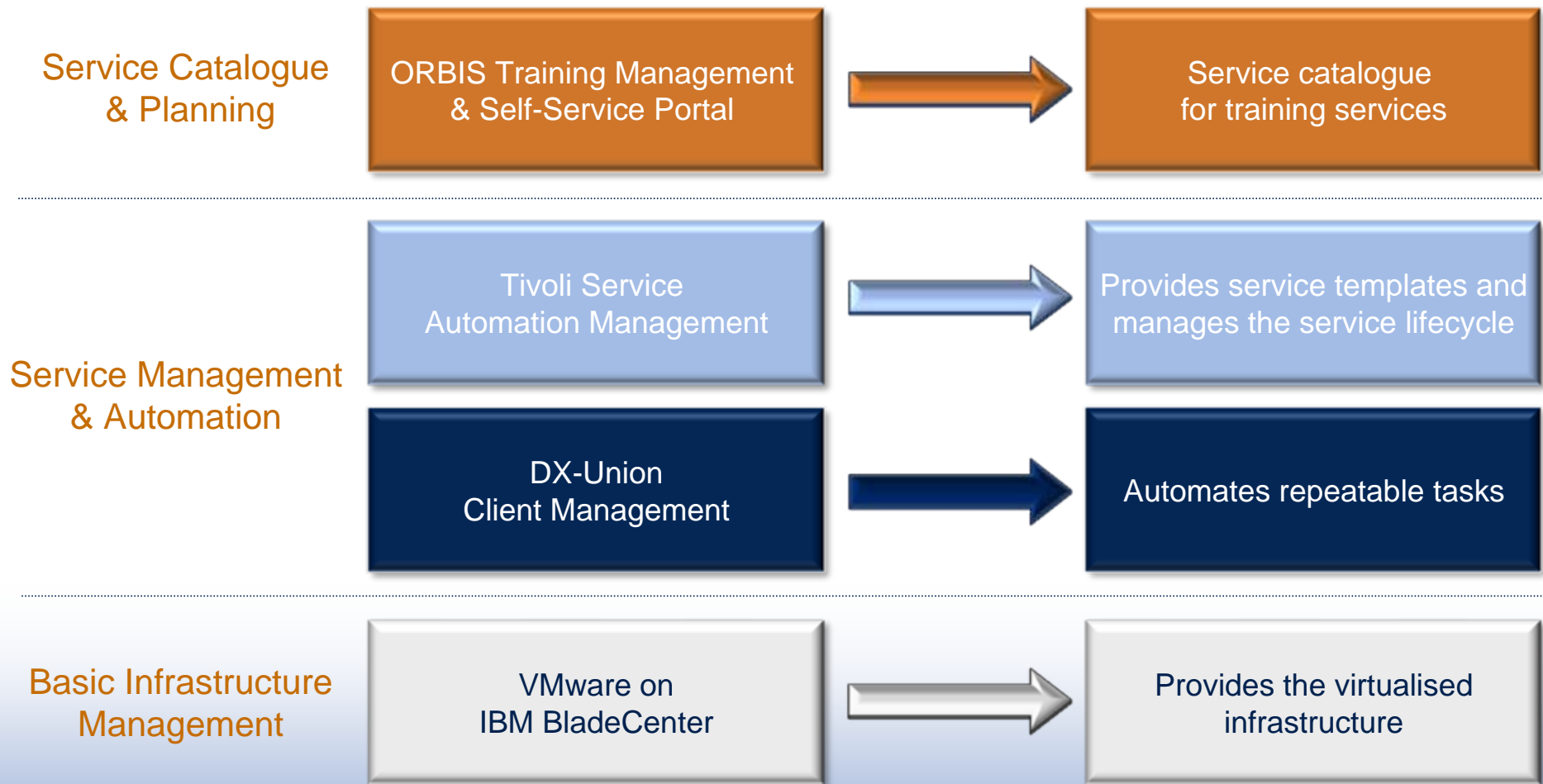
- Exclusive training environments for individual participants
- Provision of a standard desktop for each participant
- Creation of a training model for the training event
  
- Decoupling of training planning and organisation of training desktops
- Selection of courses from a catalogue
- Provision of training environments on a web-based self-service portal



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## Cloud architectural thoughts



## Cloud architectural components: MATERNA ORBIS

### ORBIS – The standard solution for professional Training Management

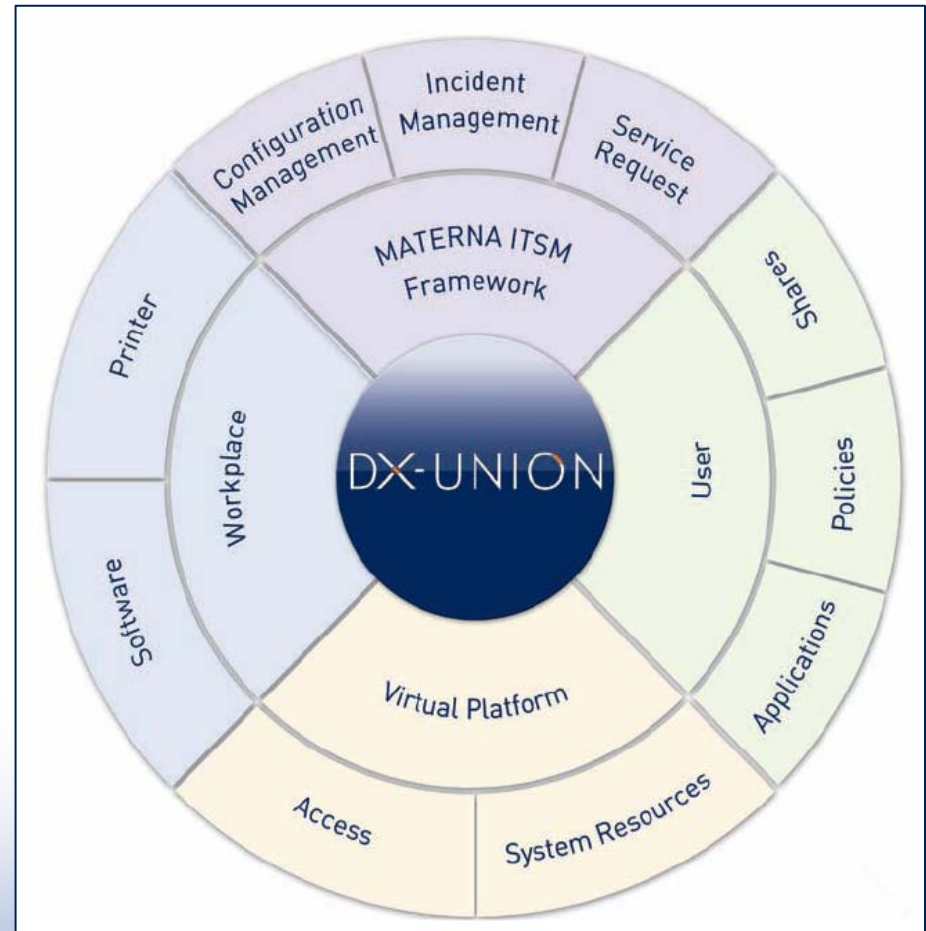
- Developer: MATERNA GmbH – Training-Management Technologies, fully-owned subsidiary
- Time-saving planning, execution, accounting and post-processing of seminars and educational activities
- Effective solutions in the areas of customer relationship management, event planning, correspondence, billing, marketing, statistics and reporting
- Web-based self-service portal with complete training services catalogue and various functions for students and trainers



## Cloud architectural components: MATERNA DX-Union (1/2)

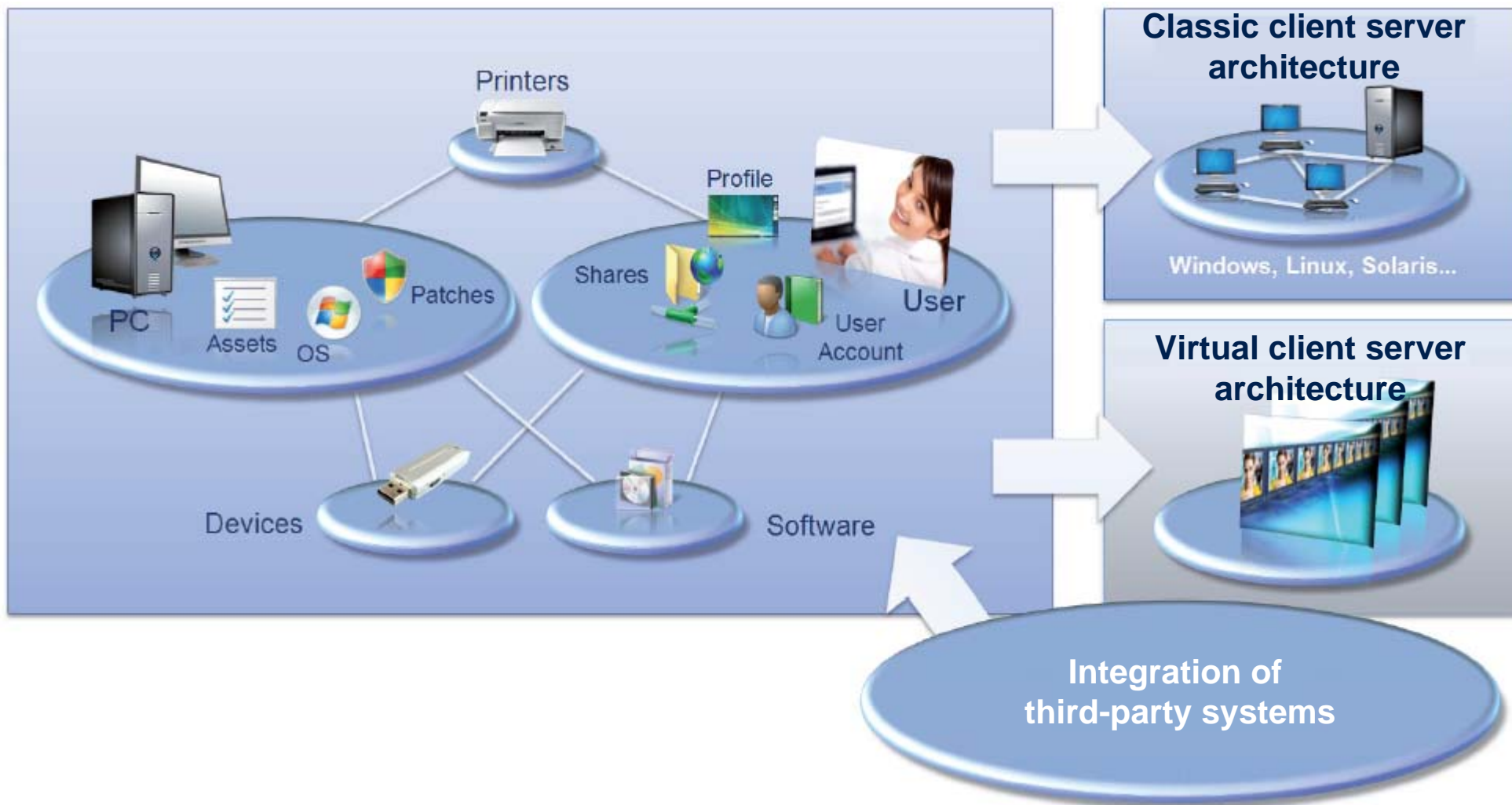
### DX-Union – One solution for your client management

- Comprehensive client management that optimises the administration of the entire environment
- Administration of all the resources needed for an automatically provisioned physical or virtual desktop
- Open standards ensure high levels of integration-ability



## Cloud architectural components: MATERNA DX-Union (2/2)

### Integrated client management with DX-Union

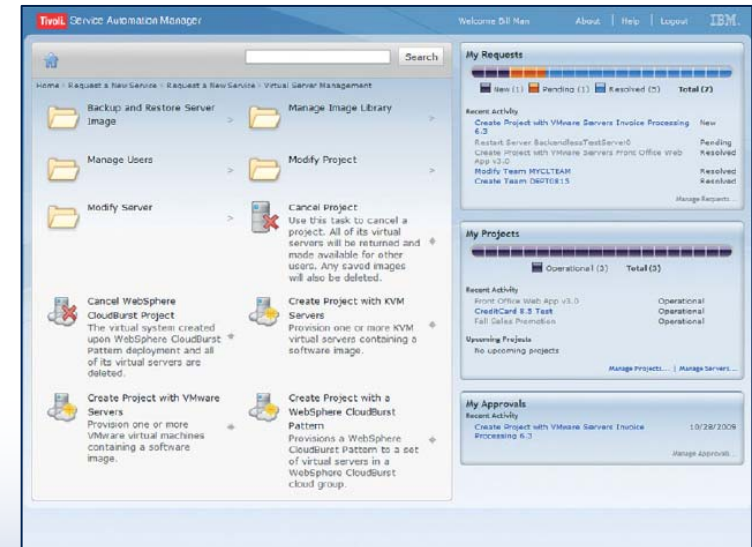


# Cloud architectural components: IBM Tivoli Service Automation Manager

## IBM Tivoli Service Automation Manager

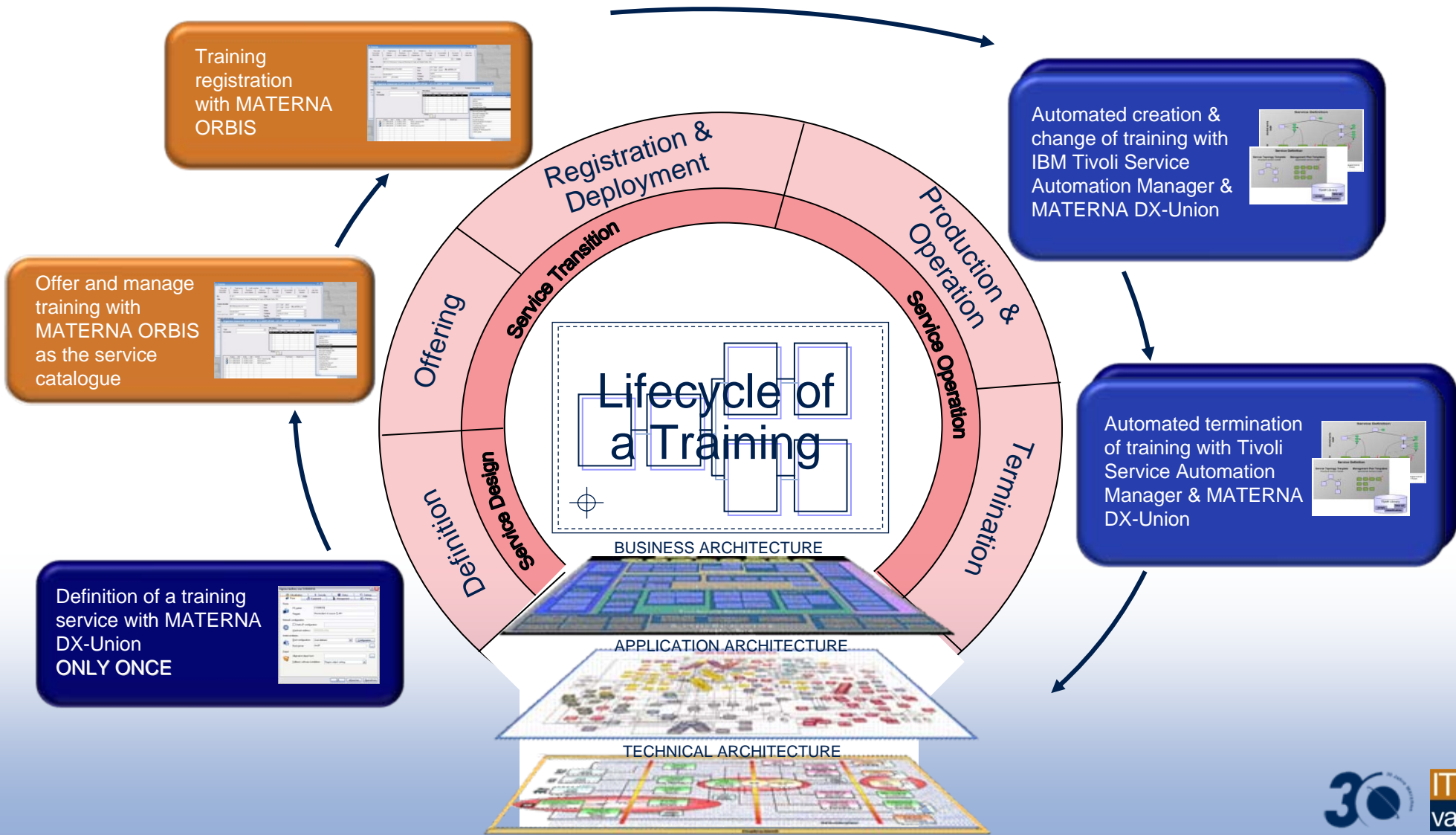
Automate requesting, deployment, monitoring and management of cloud computing services

- Lowers the cost of service delivery through automation and reduced skill requirements
- Delivers a higher degree of standardisation and automation for deployment and management of cloud services while reserving skilled IT staff members' time for other high-value tasks
- Offers an integrated management capability that addresses the lifecycle changes of a cloud service
- Provides traceable processes and approval routings to serve as audit trails, and integrates with process governance





# Cloud Service Lifecycle Management



## The value of MATERNA's cloud services

### ...as an IBM Business Partner

to sell solutions and services

- adaptable to other customer scenarios
- as appliances
- as hosting services

### ...as an IBM Customer

- quick setup of training environments
- reduced operating costs
- internal use of the solution in all business units

## Cloud Services

powered by  
IBM and MATERNA technology

**It's only the beginning of two great companies working together to provide many more cloud solutions!**

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## Conclusion from the customer's point of view – skill:form



### **Reduced costs and effort due to centralisation**

- Central support replaces specialist local support
- Simplified maintenance

### **Increased data security due to centralised checking**

### **More flexibility when providing training courses**

- Simple and fast scalability
- Flexible room allocations in training centres
- Connections to in-house events
- Intervention during training possible

# Conclusion from the customer's point of view – skill:form

## Reduced running costs

Improved utilisation of hardware resources

