



Communications giant Nortel is spreading the message about Unified Communications as a result of focused skills training delivered by learning services provider Global Knowledge.

Global Knowledge – Europe's leading provider of learning services for IT and management professionals

Nortel reaps benefit of skills training in support of Microsoft alliance

As a world leader in providing communications capabilities, Nortel is understandably focused on staying ahead of the curve when it comes to innovation in communications and technology. In July 2006 the business teamed up with Microsoft to form the Innovative Communications Alliance. This will deliver Unified Communications solutions and services to accelerate the transformation of voice, video and data communications into a single Unified Communications platform.

These solutions and services will run on a high-performance data network that offers the highest Quality of Experience (QoE) and low TCO (Total Cost of Ownership) and deliver immediate business value. Lower TCO is achieved through common platforms, integration with data centre software management and application-aware networking. Both Nortel and Microsoft believe their Innovative Communications Alliance is truly transformational – bringing together two industry leaders.

To ensure its own people were quickly up and running with the elements of the Innovative Communications Alliance (ICA), Nortel approached Global Knowledge at the end of 2006 with a request to design a skills training programme that would train their engineers and support staff in EMEA and the US on a range of Microsoft technologies including Live Communications Server (LCS). Global Knowledge was selected to carry out this training because of the expertise they have in delivering both Microsoft and Nortel authorised courses on a global basis.

In the UK, Global Knowledge trained members of Nortel's ICA Integration Team and their Collaboration centre over a six month period on a range of Microsoft technologies while also enabling them to achieve MCSE status.

Acquiring skills

As part of the project brief, the emphasis was on troubleshooting Live Communication Server and achieving MCSE certification. However, the priority was on providing the engineers with the skills to carry out installations rather than just achieve the relevant certifications. The training programme developed by Global Knowledge consisted of three elements:

- » An Introduction to Windows Server 2003
- » Focused training on Live Communication Server 2005
- » Accelerated training to complete the MCSE 2003

The Approach

To deliver this training to the engineers, a series of courses and exams (see Events, below) were delivered to enable the relevant Nortel people according to their needs and ability.

- » Event 1: a 5-day course on Implementing and Managing a Microsoft Windows Server 2003.
- » Event 2: a tailored 4-day course on Active Directory and Live Communication Server 2005.
- » Event 3: a 1-day product brief that incorporates an end of event assessment
- » Event 4: a 5-day course on Implementing, Managing & Maintaining a Microsoft Windows Server 2003 Network Infrastructure.
- » Event 5: a 5-day accelerated instructorled course on Planning, Maintaining & Troubleshooting a Microsoft Windows Server 2003 Network and Active Directory Infrastructure.



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This combination of accelerated and tailored skills training enabled Nortel's engineers to get the Microsoft skills they needed quickly and without spending too much of their time in the classroom.

"In my opinion, this deserves an extra effort award for a solution they put together themselves, absorbed the cost of and took a personal level of commitment in insuring Nortel's workforce is prepared. This is the sign of a true partner, something that all along with this project Global Knowledge has consistently shown excellence."

Bob Austin, Nortel

For further information please contact Global Knowledge
www.globalknowledge.co.uk ☎ **01189 123456**

Global Knowledge, Mulberry Business Park, Fishponds Rd, Wokingham, Berkshire RG41 2GY
T +44 (0) 1189 123456 **F** +44 (0) 1189 195109 **E** info@globalknowledge.co.uk

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