



Global Provider of Business Collaboration and Communications Solutions

Summary:

A global leader in business communications had developed a set of Web Services which were used by clients for accessing key communications network functionality in a vendor-neutral way, without having to acquire specialized communications programming knowledge. The company needed to provide online training to its vast development community on the communications capabilities provided by the Web Services and their application to practical use cases. Web Age was engaged to develop an education plan, including a set of training materials, which would empower the client's developers to effectively and efficiently utilize all available functionality.

Business Need

The client had internally developed technical documentation on its Web Services, but most of it was technology focused and not business aligned. Furthermore, some of the materials were out of date.

The client was looking to push the usage of their Web Services at their upcoming developer conference in May 2012. In so doing, they wanted to ensure they had an engaging set of training materials that were not only current, but provided practical examples of how to use the Web Services to solve real-world business problems.

Solution:

Web Age divided the project up into several phases.

During the first phase of the project, Web Age created the following documents for the client:

- **Critical path education plan** – a document elaborating the education plan
- **Asset build vs. reuse analysis** – a document indicating which existing education resources within the client were available for reuse within the education program
- **Identification of course modules** – a document outlining the modules and core topics for content

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During the second phase of the project, Web Age developed a one-day training session, consisting of nine modules, to be delivered by the client at their developer conference. Each module:

- Emphasized the business value of the corresponding Web Service covered
- Provided practical examples of the Web Service's usage
- Provided an interactive exercise to get the students thinking about how to use the Web Service to solve a problem posed to them
- Included one or more use cases that explained in detail how to use the Web Service, potentially in conjunction with other Web Services, to solve a real world problem
- Included a quiz designed to test the student's knowledge

During the final phase of the project, Web Age applied any lessons learned during the conference to improve the materials. Furthermore, Web Age converted the materials to an e-learning format using Adobe Captivate, so that members of the client's developer portal could easily access the training materials and benefit from them.

Benefits:

With Web Age's assistance, the client succeeded in its goal of providing current, practical, in-depth training of its communications-based, Web Services at its developer conference. Furthermore, the client has been able to continue to provide this training to its developer community in an online format through its developer portal.

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