

KNOWLEDGENET CASE STUDY CISCO SYSTEMS

KNOWLEDGENET HELPS TRAIN CISCO ON CISCO

KNOWLEDGENET E-LEARNING DELIVERS BOTTOM-LINE RESULTS FOR CISCO SYSTEMS

"KnowledgeNet® exemplifies the best-of-breed in the online training world. Our goal in working with e-learning partners is to ensure that the students have the best possible learning path for turning the change brought about by the Internet revolution into a competitive advantage."

Michael Metz
Director of Marketing, Internet Learning Solutions
Cisco Systems



THE CISCO CHALLENGE

Cisco Systems® needed to arm more than 300,000 channel partner employees and 40,000 Cisco employees with complete knowledge of all Cisco networking products. And they needed to get started quickly — in weeks, not months or years.

Cisco had been relying on traditional classroom-based training, and was searching for a blended e-learning solution that would allow their employees and partners to train "anytime, anywhere," reduce training costs, and eliminate unwanted travel expenses. They also needed a solution that offered unlimited seating, live and self-paced delivery options, and a fast time to market for new product training.

CISCO SHIFTS TO KNOWLEDGENET E-LEARNING

In November 1999, Cisco announced a large-scale initiative to shift its training strategy to an e-learning model. To accomplish this — and help validate that e-learning is a viable, scalable training solution — Cisco joined forces with KnowledgeNet to launch a blended e-learning pilot program.

Cisco selected KnowledgeNet, an authorized Cisco Learning Solutions Partner, for the pilot after an exhaustive study of the e-learning marketplace. According to Tom Kelly, Vice President, Internet Learning Solutions Group, Cisco Systems, "What impressed us about KnowledgeNet was their custom development and their understanding and attention to serving unique learning styles."

KnowledgeNet offerings range from live instructor-led and self-paced e-learning, to mentors and hands-on labs.

THE CUSTOMER:

Cisco Systems (www.cisco.com) is the worldwide leader in networking for the Internet, with nearly 40,000 employees working in 430 offices in 60 countries. Cisco is a true global leader — holding the number one or two market share in virtually every market segment in which it competes. Since going public in 1990, Cisco annual revenues have increased from \$69 million to \$18.9 billion in fiscal 2000.

THE CHALLENGE:

Cisco needed to find an effective way to train more than 300,000 channel partner employees and 40,000 Cisco employees on Cisco networking products.

THE SOLUTION:

Cisco moved towards a blended e-learning solution that includes KnowledgeNet LIVE (instructor-led) and KnowledgeNet INTERACTIVE (self-paced) courses.

THE RESULTS:

- Effective training, scalable to a worldwide audience.
- Reduced costs of \$4,000 per student.
- Certification pass rates of 94 percent.
- Faster time to market for new product training.
- Increased productivity, revenue, and customer loyalty.

"What impressed us about KnowledgeNet was their custom development and their understanding and attention to serving unique learning styles."

TOM KELLY
VICE PRESIDENT
INTERNET LEARNING
SOLUTIONS GROUP
CISCO SYSTEMS

"KnowledgeNet's e-learning solutions enable Cisco channel partners and employees to stay ahead of rapidly changing technology. The courses have helped us reduce costs, increase productivity, and improve customer satisfaction."

KEVIN MACRITCHIE
VICE PRESIDENT
WORLDWIDE CHANNEL
TECHNICAL OPERATIONS
CISCO SYSTEMS

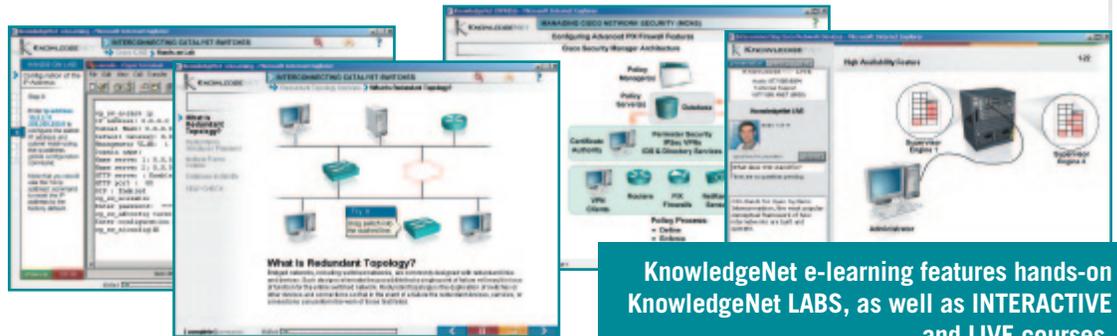
"Want Cisco training? One word – KnowledgeNet! Great training. Top-notch teachers. Online mentoring 24/7. If you want to get ahead in today's Cisco world, get on board with KnowledgeNet."

MAVERICK HURLEY
NETWORK ENGINEER
MOHAWK INDUSTRIES

THE CISCO BLENDED E-LEARNING SOLUTION

The Cisco seven-week pilot program was designed to train approximately 100 primarily non-technical Cisco employees on Cisco networking and the core knowledge necessary to achieve CCNA® (Cisco Certified Network Associate) certification.

KnowledgeNet worked with Cisco to provide content creation, as well as both live, instructor-led e-learning and interactive self-paced courses over the Web. Cisco then added several components to the learning experience. These included a virtual campus, practice testing environment, study groups, mentoring, peer review sessions, additional live e-learning review events, virtual labs, and qualitative and quantitative assessments.



KnowledgeNet e-learning features hands-on KnowledgeNet LABS, as well as INTERACTIVE and LIVE courses.

THE CISCO RESULTS

This blended e-learning approach was well received by participants. Seventy-two percent said it was a useful way to learn, and 74 percent reported that they were satisfied with the blended learning method of conveying course content. In addition, five of the non-technical participants took and passed the CCNA exam.

Cisco further concluded that cost savings leveraged through this blended learning solution were \$207,164, or \$4,000 per student compared to ILT. The program's results were significant enough to lead Cisco to pursue a transition plan to help all of its authorized Cisco Learning Partners consider more e-learning and blended learning courses.

According to Kevin MacRitchie, Vice President, Worldwide Channel Technical Operations, Cisco Systems, "KnowledgeNet's e-learning solutions enable Cisco channel partners and employees to stay ahead of rapidly changing technology. The courses have helped us reduce costs, increase productivity, and improve customer satisfaction."

ONGOING BENEFITS

Today, KnowledgeNet's e-learning solutions are providing Cisco employees and partners with several advantages they did not have with traditional classroom-based training including unlimited seating capacity, multiple learning formats, reduced training costs, and improved retention. In fact, 94 percent of KnowledgeNet e-learning students seeking Cisco certification pass their exams the first time.

In addition, KnowledgeNet e-learning courses are helping Cisco deliver just-in-time training on newly developed Cisco products to their worldwide audience. This faster time to market is translating into increased productivity, customer loyalty, and revenue. According to MacRitchie, "We have also found that the more we educate our customers and partners about our products, the more likely they are to remain loyal to Cisco. e-Learning helps us achieve this objective quickly and effectively."

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