



Customized, Accelerated Windows 10 Training for IT Pros and Help Desk Support Professionals

Non-profit Integrated Healthcare Network Empowered to Continue Providing Exemplary Care to Patients with Certification-Driven Windows 10 Training

Employees Trained

63

Industry

Healthcare

Coverage

Regional

Company Background

A non-profit integrated healthcare network that cares for over one million patients per year was forced to migrate from Windows 7 to Windows 10 to continue utilizing existing medical software. To ensure an easy migration process, it was necessary for the healthcare network's key IT professionals to receive Windows 10 accelerated training.

Directions Solution

Accelerated Training for IT Pros

Onsite instructor-led training held at a convenient location

Practice exams given to prepare IT pros for Windows 10 certification

Certification test vouchers

Microsoft courseware and lab access to foster knowledge retention

Help desk support/end-user training

Company Challenge:

As technologies change, organizations must remain fluid and ready to implement new operating systems at a moment's notice. A nonprofit integrated healthcare network recently discovered this firsthand. For the network to continue using the medical software that had allowed it to provide cutting-edge care to at least one million patients per year, it had to upgrade from Windows 7 to Windows 10. Needing to get 30-plus IT pros trained in the new OS in a matter of days, the network reached out to Directions Training for help. Network leaders were concerned that IT staff members wouldn't retain accelerated training, so Directions advised them to certify IT professionals in Windows 10, explaining that having an end goal of certification would engage Information Technology staff members and promote training retention.

Directions Custom Fit Training Solution:

Because the healthcare network needed to get IT workers trained quickly, Directions staff suggested live, instructor-led training given at an accelerated pace. Instructors offered two courses: Implementing and Managing Windows 10 and Deploying and Managing Windows 10 in the Enterprise. With no time to waste, these courses, which are each typically delivered over a 5-day timespan, were condensed into a 3-day training intensive. To encourage high levels of engagement, the healthcare network chose certification-driven training, and Directions offered exam vouchers and test preparation for participants.

Continuous Learning:

Microsoft courseware

At the end of each course, Microsoft courseware (a digital textbook that updates itself as long as the course exists) is offered to individuals to foster training retention.

Lab access

Participants are offered 6 months of access to a lab in which they are able to participate in hands-on Windows 10 training activities.

Practice exams

Practice exams are given to IT professionals to thoroughly prepare them for Windows 10 certification.

The Results:

Increase value

The healthcare network is empowered to continue using medical software that ensures care for millions of patients. As a result, network medical professionals go on providing consistent care to individuals all over the region.

Grow potential

The non-profit healthcare network's entire IT professional team is equipped to deploy, implement, and manage Windows 10, an OS with many more capabilities than its older relative. This enables the network to stay ahead of the curb and remain competitive in the healthcare industry.

Empower brilliance

Not only did Directions provide accelerated, certification-driven Windows 10 training to dozens of IT professionals; it also equipped help desk support professionals to help end users properly operate the new, improved OS.