LifeSize® Results™

A CUSTOMER SUCCESS STORY

addskills

Leading IT Training Company Stimulates Learning through HD Video Conferencing

Addskills collaborates with LifeSize to provide quality training and development to students

Organization

Addskills is Sweden's leading software training company for developers, with a large number of courses available for IT professionals and end users of all skill levels. The company's training concept focuses on knowledge, pedagogy, practical experience and high-end service.

Addskills takes pride in offering tailored solutions for customers and provides various courses across Sweden. Training centers are conveniently located in Stockholm, Uppsala, Linköping, Göteborg and Malmö. The training facilities include state-of-the-art equipment and are designed to make attending students feel relaxed and comfortable, which helps stimulate learning.

Addskills is a Gold Certified Microsoft Partner for Learning Solutions and is a testing centre for Microsoft, ITIL, VMware and Citrix certifications.

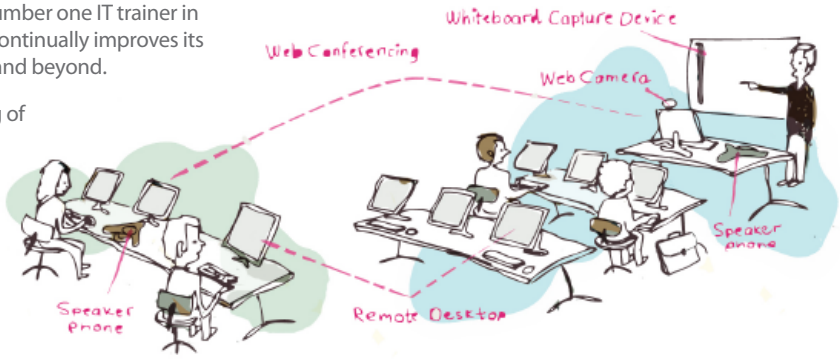
Challenge

Addskills has over two decades experience in IT training. As the number one IT trainer in Sweden for Microsoft-certified examinations and tests, Addskills continually improves its processes to find new ways to advance learning in the classroom and beyond.

Addskills wants to offer students in all its locations, a wide offering of courses and a frequent number of classes.

Additionally, students who live far from a training facility have difficulty attending classes, due to the time and cost required to travel to the campus.

To help students continue to receive quality IT training and development, Addskills required a solution that would eliminate these issues.



Peter Österman, product manager at Addskills, realized that in order to help students save money and cut down on wasted travel time, Addskills would need to invest in a video communications solution.

CHALLENGE

To help students continue to receive quality IT training and development, across its IT training centres in Stockholm, Uppsala, Linköping, Göteborg and Malmö, by increasing the frequency of courses and classes to cut down the time and cost required to travel to Addskills campuses.

SOLUTION

LifeSize Express 220 and LifeSize Room 220 systems have been deployed across the sites.

RESULT

LifeSize HD video solutions are used daily by instructors across the sites to stream lectures to other training locations. This has proved beneficial for both students, as well as instructors, as they now have a much more flexible, efficient and cost-effective way to learn and teach.

Solution

Addskills prides itself on the quality of education it delivers and recognized the need to develop its instructor-led classes to include more flexibility for remote students. By introducing video conferencing into the classroom, Addskills knew it could make a difference and change things for the better for its students and instructors.

After piloting several different video conferencing tools, including solutions from Cisco and Polycom, Addskills tested LifeSize Express 220 and LifeSize Room 220 and were immediately impressed with the exceptional high definition video quality. Addskills immediately saw the advantages of video conferencing and purchased the LifeSize solution. Unlike other vendors that wanted to include a fixed line to guarantee quality, LifeSize's solution is designed for existing network infrastructure without compromising on quality.

Addskills worked with a LifeSize valued channel partner and commenced installation of the technology in beginning of 2011, delivering benchmark tests throughout the project. One of the benchmark tests several months later included setting up a classroom and a conference room to interact for one month. The set up enabled instructors and other Addskills personnel to learn about the system. The staff members found it surprisingly simple to use. The system was piloted before the summer holiday and was in testing until it was launched.

After the benchmark tests were complete, LifeSize solutions were installed in Addskills sites in Stockholm, Uppsala, Linköping and Göteborg. Larger classrooms were fitted with two cameras and microphones in the ceiling to ensure optimal sound quality.

Results

LifeSize HD video solutions are now being used daily by instructors across the Addskills sites to stream lectures to other training locations. This has proved beneficial for both students, as well as instructors, as they now have a much more flexible, efficient and cost-effective way to learn and teach.

"The instructors were pleased they could extend teaching beyond the classroom and embraced LifeSize video communications technology quickly," said Österman. "The high definition quality is so clear, the instructors could see how the students reacted and if they are paying attention."

After a few months, over 20 students were asked for feedback on their experience of using LifeSize. The majority said they could not imagine learning with out it, others spoke of how they preferred the intimacy of learning with the technology and some commented on the fact that they felt they had more control, and could choose which courses to attend, when they wanted, without giving up the time and expense of traveling.

"We call this Addskills Live Class™, instructor-led online interactive training courses that increase accessibility to training," said Österman. "These courses are delivered through LifeSize video conferencing, which means the courses are brought to you. There is no need to give up valuable work or leisure time, travel or stay in hotels to continue to train."

"Addskills Live Class™ allows for plenty of interaction and provides roughly the same experience of participating in on-site training. The main difference is that the instructor and other participants are using the latest video conferencing technology to communicate. Thanks to Live Class™ students are provided with the best chance of undisturbed learning and skills development. The courses can be taken as company courses or open classes."

"Addskills believes in quality and selected LifeSize because it is ahead of the curve in video communications solutions," said Österman.

Future

In addition to delivering traditional classroom-led interactive training, Addskills plans to invest more in video communications to increase use across all of its sites. This will enable Addskills to become more competitive and help to maintain its leadership status. Most importantly, Addskills will be able to offer students more flexibility in the way they choose to train.

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LifeSize Communications:
1601 S. Mopac Expressway
Suite 100
Austin, Texas 78746 USA
Phone: +1 512 347 9300
Fax: +1 512 347 9301
Email: info@lifesize.com
www.lifesize.com

EMEA:
LifeSize Europe, Middle East, Africa
Medienbrücke, Rosenheimerstr. 145d
81671 Munich, Germany
Phone: +49 89 207076 0 (Germany)
Phone: +00 8000 999 09 799 (Toll Free Europe)

APAC:
LifeSize Asia Pacific
Phone: +65 6303 8370