

skillable

A man with dark hair and a beard, wearing a blue denim shirt, is sitting at a desk and looking at a laptop. He has a slight smile. The background is a blurred office setting. A green checkmark is positioned above the 'i' in the word 'skillable'.

**Increase Your
Team's Agility with
Professional Services.**

A graphic consisting of several white diagonal lines of varying lengths, arranged in a pattern that suggests movement or a list. A green checkmark is positioned at the top right of this graphic.

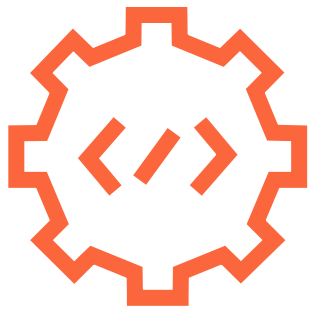


Your competitive advantage starts with validated skills.

Skillable helps get you there faster. We understand how to create and maintain courses, scored hands-on labs, workshops and assessments that make technical concepts tangible. That's why enterprise IT, learning and development, talent management, customer enablement and partner enablement teams have trusted us to be their go-to team for their project needs.

Building a learning and validation program and in need of in need of time, resources or expertise?

Our Professional Services team provides the following services, all focused on your team's needs and skilling goals!



Custom Courseware & Assessments

Whether you need to completely outsource courseware development or simply need a little extra help creating assessments for your labs and hands-on experiences, our skilled curriculum designers and learning developers provide the right amount of support, at the right time, all geared to your specific needs.



Scored Hands-on Lab Development

Our Lab Developers partner with you to provide reusable lab environments or develop customized hands-on labs to fit your objectives. Our team also works with you to integrate new "hands-on first" methodologies that will improve skilling results.



Staffing & Consulting

Our certified learning consultants are available for short or long-term engagements, providing you with the people, time and expertise to create learning experiences that support your business goals. That could mean driving a project to meet critical deadlines, partnering with you to develop an effective learning strategy from conception to execution or any possibility in between.



Event Services

Whether in-person, virtual or hybrid, engage attendees of any-sized event with interactive hands-on labs to help them walk away with tangible knowledge. Our team of learning professionals and technologists can manage all facets of your event, including pre-event planning, lab creation, audience engagement, training and deployment, setup and management and support before and during your event.

Custom Courseware & Assessments

Whether you need to completely outsource courseware development or simply need a little extra help creating an e-learning course, we provide the right amount of support, at the right time, all geared to your specific needs.

Our highly-skilled Instructional Designers, developers, graphic designers, animators and editors build robust learning assets to support:

- » **Classroom learning**
- » **Virtual classroom learning**
- » **Self-paced e-learning**
- » **Webinars**
- » **Technical sales enablement**
- » **Partner enablement**

WHAT YOU RECEIVE

Content that engages and transforms adult learners

Our systematic approach is based on adult learning theory and proven methodologies. We rely on creative thinking and experiential learning techniques to design and develop immersive learning environments, and provide a scalable experience that's tailored to your learner and your business needs.

Real-world, task-based learning to ensure results

Our [challenge-centric approach](#) ensures that students gain contextual knowledge and skills towards your business goals. We are experts at incorporating Activity-based Assessments and performance testing (PBT) to ensure learners gain the real-world skills they need to be effective.

All you need, in one place

We're your one-stop learning development shop. Whether you know what you need or could use some help determining your ideal training program, we create holistic training for any size project. Our team works with you to analyze your business goals and identify audiences, their knowledge and skill level gaps. Next, we'll work with you to design the appropriate program and create the training assets you need.

Experience our team's expertise for yourself.

This example course demonstrates various methods for presenting knowledge in engaging and effective ways.



Figure 1 - This introductory course provides an overview of performance testing and Activity-based Assessments.

Custom Courseware & Assessments

SUCCESS STORIES

Microsoft readies its teams for Surface Hub 2S Release

To ensure its technologists and audio-visual engineers were ready for Microsoft's Surface Hub product release, the software giant partnered with Skillable to create and deliver a two-day readiness course. The course included Instructor-led content, as well as three hands-on labs hosted on Skillable's platform.

Skillable develops diversity training for U.S. Armed Forces

In addition to technical content, Skillable creates content across an array of industries and organizations. Working with a diversity consultancy, Skillable created a series of e-learning modules on important diversity issues. This interactive e-learning course on diversity in the workplace for the U.S. Armed Forces includes various activities and exercises to keep learners engaged and to reinforce topics. Read the case study at skillable.com/coach-diversity.

Skillable develops certification-focused content for a professional association

A world-wide professional association dedicated to promoting expertise and innovation in the IT industry decided to raise the level of its training by developing a series of high-fidelity, fully interactive courses that take advantage of the latest training practices and technology.

Skillable developed nine courses for their certification paths and delivered the courses in SCORM format, along with scripts and voice-over tracks, to host on their infrastructure. Skillable hosts the labs on its platform with federated trust from the association enabling a seamless experience that allows students to participate in the labs within the courses without having to reauthenticate.

The courses went live at the end of 2020 and have received very positive feedback from both the association and their students. The company expects thousands of students to benefit from these courses both now and in the future.

The materials covered topics such as:

» Cybersecurity

» Computing

» Data science

» Networks and infrastructure

» Software development

» Blockchain

» IoT

» Cloud computing

» Artificial intelligence





Scored Hands-on Lab Development

Decrease your time-to-market and increase satisfaction by providing validated skill development via hands-on experiences.

WHAT YOU RECEIVE

Access to vast knowledge and experience

Leverage our expert Lab Developers to craft effective and engaging learning, assessments and performance testing for your learners.

Create real-world learning environments

Our learning platform enables you to create labs with a customized, live, safe environment that allows users to be hands-on with the software they're training on in scenarios that mimic what they'll experience on the job.

Clear instructions that keep learners focused on learning

Our Instructional Designers know how to keep learners engaged and focused by providing lab objectives, tailoring tasks to learners' job roles and creating opportunities to provide feedback.

Assessments that ensure learners stay on track

Incorporate Activity-based Assessments, automated skill verification and performance testing methods to assess and validate learners' knowledge and skills before, during and after training.

Flexible deployment options

Build labs that run in the cloud or in a virtualized environment. We also have features available to help with cost management and lab access/availability.

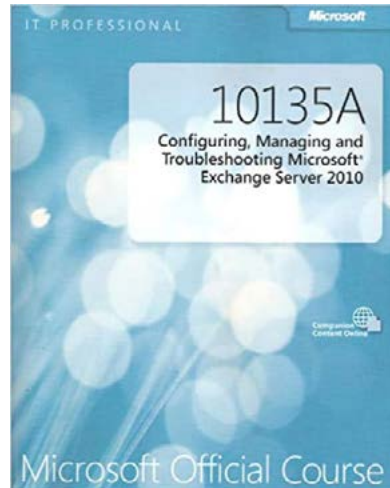
Scored Hands-on Lab Development

SUCCESS STORIES

Skillable reduces support costs through skilling

The Microsoft Exchange team wanted to train their support team, partners and customers on the top 10 support tickets experienced by the Microsoft Customer Service and Support team in an effort to eliminate recurring tickets and reduce overall support costs.

Skillable worked with Microsoft to identify the top 10 customer support issues related to Microsoft Exchange, and then created a series of hands-on labs for inclusion at an upcoming Exchange conference. After the event, the Skillable team expanded the content for workshops and other conferences. Our team took it a step further and created a Microsoft Official Curriculum course—10135: Configuring, Managing and Troubleshooting Microsoft Exchange Server 2010.



Codify uses Challenge Labs to accelerate its recruitment process

For cloud company Codify, finding job candidates was a grueling process that took about three weeks and 120 hours. With Codify growing at a rapid pace, Director Ben Parker knew they couldn't scale that method. But, he explained, they needed people who could do what they said they could do.

Skillable introduced Ben and his team to Skillable Challenges, hands-on skill challenges that enable you to validate skills quickly, simply and effectively. Maybe “By incorporating Skillable Challenges into Codify's recruitment process, it shortened and streamlined their recruiting process by identifying well-qualified hires faster.

“We've gone from a process that took about 120 hours of our time to one that takes 40 hours,” Ben said. “It's very hard to validate someone's technical ability and to be sure they know what they say they know on their resume. Skillable Challenges give us that ability.”

Microsoft Canada uses innovative Cloud Slice to reduce hands-on lab costs by 93%

Microsoft Canada's Cloud Infrastructure group used to hold Learning Camps that enabled IT professionals to stay ahead of the technology curve. Typically, camp meant gathering 15 to 25 IT professionals for day-long intensive learning and then spending half an hour or more simply setting up the students to create accounts and get into Azure, so each could use their allocated Azure credits to complete training—a large cost investment.



Skillable introduced the Cloud Infrastructure team to Cloud Slice, a dynamically provisioned, load-balanced cloud subscription. Cloud Slice allows you to carve out a small slice of the capacity in a highly managed way and serve it to a user. By using Cloud Slice, the Cloud Infrastructure team enjoyed a faster and simpler setup, reduced the cost per student, expanded class size and provided a productive and more enjoyable learning experience.

With Cloud Slice, students were up and running and ready for class in three minutes, at a cost-per-student that was \$97 lower. The cost savings, as well as the scalability of Cloud Slice, enabled the Microsoft Canada team to train more students at once and reinvest in future programs. Instead of holding Learning Camps with up to 25 students, the Microsoft Canada Cloud Infrastructure group now holds Tech Summits with 250-300 students attending and anywhere from 35-80 people in a learning lab environment at once.



Staffing & Consulting

Our professional learning consultants are available for short or long-term engagements, providing you with the people, time and expertise to help take your existing training programs to the next level. That could mean driving a project to meet critical deadlines, partnering with you to develop an effective learning strategy from conception to execution or any possibility in between.

WHAT YOU RECEIVE

Whether you need help managing projects, creating learning assets, defining a program or providing content design, development deployment and measurement, we provide the talent to help get the job done.

Project and program managers articulate a program's strategy and objectives and assess how the program will impact your business. They define and oversee projects needed to reach the program's overall goals, and they oversee the operations of individual projects within programs. They coordinate time, budget and resources to complete work within program guidelines, and they report on project and program progress.

Instructional Designers apply a systematic methodology to design and develop content, experiences and other solutions that support acquiring new knowledge or skills and that change behaviors to support business goals.

Course Developers create educational courses and training materials based on sound instructional design plans. They can help identify training needs, develop instructional materials and evaluate the effectiveness of a course or program implementation.

Lab Developers use our award-winning lab platform to create experiential learning with rich, interactive hands-on labs that build skills with Skillable Challenges and validate skills through automated skill verification.

Editors determine the final content of a text in hands-on labs, Instructor-led courses and self-paced e-learning courses. They provide copy, legal and substantive edits based on your industry's standard or your provided style guide.



Staffing & Consulting

SUCCESS STORIES

Microsoft leans on Skillable to overhaul enterprise sales enablement training materials

When Microsoft discovered that its enterprise sales enablement content required a heavy overhaul, Skillable team members worked directly with the Microsoft team to create streamlined, evergreen, value-forward and engaging materials. The united team created content that could be rapidly adapted within industries and between customers, is simple to audit and maintain and helps sellers convey empathy and understanding to customers. Consistent design templates and an agile and iterative production process expedited content deployment and adoption.

Skillable provides resources to Microsoft

Skillable provides Microsoft with lab support and project management professionals.

The lab support resource manages content publish requests, updates and new builds, maintains relationships with content owners and course project managers, onboards new lab developers, handles ticket escalations related to labs and content, manages Azure pass and tenant pool levels and attends weekly stakeholder meetings.

The project manager is the primary point of contact who provides weekly and monthly reports to stakeholders, manages platform development requests, coordinates with resources for support, assists with tickets and customer questions as needed and works to improve workflows and processes.

Adobe Tech Partner Team uses Skillable's instructional design support to accelerate training and content development for sales enablement

To help Adobe's Tech Partner enablement team develop training and enablement content, Skillable provides instructional design resources that enable Adobe to create content swiftly to meet the constant demand of their larger field of sellers. Since 2018, the Skillable team has delivered dozens of training assets with Adobe, providing valuable instructional expertise, design and writing skills, project management services and bandwidth to support the evolving needs of a growing sales team.

As the efforts of the Tech Partner team change and their scope increases, Skillable continues to provide them with project management, instructional design and content development services.





Event Services

Whether in-person, virtual or hybrid, engage attendees of any-sized event with interactive hands-on labs to help them walk away with tangible knowledge. Our team of learning professionals and technologists can manage all facets of your event, including pre-event planning, lab creation, audience engagement, training and deployment, setup and management and support before and during your event.

WHAT YOU RECEIVE

Pre-event planning

We ensure a clean line of communication and project management to keep your content moving forward—from the early planning stages all the way through to final delivery. Planning includes the assurance that you can successfully launch hundreds or thousands of hands-on labs simultaneously during your event.

Hands-on lab creation

Our team can create custom hands-on labs, as well as provide lab templates that your team can modify to suit attendees' needs. If you have your own labs, we can provide QA services to ensure that content is polished and that your labs are tested, working and ready for your go-live date.

Audience engagement

We provide gamification and badging opportunities, as well as leaderboard data that brings a competitive edge to your next event.

Training your team

We'll educate your team to ensure they produce great content and confidently handle sessions.

Logistics

Our experienced event specialists know what makes or breaks a learning experience. From managing sessions, event pages and rooms, to calculating and securing bandwidth and power outlets, to considering and adjusting for the devices your speakers and attendees will use, we've got you covered.

Setup, management and deployment

Our staff has the experience to handle the provisioning and delivery of your technical lab sessions. We ensure that your data and labs are ready and available when and where you need them. We also help create and track performance testing, surveys and evaluations.

Support

Along with the core management team, we provide Technical Learning Guides who work with your event content to ensure attendees stay up-to-speed, get into their learning environment quickly and are able to learn what you need them to learn. We also help coordinate with subject matter experts if technical issues arise. Finally, we provide daily metrics to event stakeholders, including students' lab evaluations, to identify opportunities for adjustment and improvement during the event.



Event Services

SUCCESS STORIES



Tanium Converge

Skillable has supported Tanium's annual cybersecurity event since 2020. We provide project management and planning months before the event, scoping lab content requirements, lab hosting capacity requirements, logistics planning, day-of-event physical support requirements and landing page requirements.

Tanium builds the content and then leverages Skillable's platform to host and launch thousands of unique lab instances. Skillable also provides a themed portal for a seamless attendee experience. Our event-day services include multiple support engineers to help manage session attendee lists, create user accounts and provide tech support if needed.



Microsoft Ignite

Skillable has supported labs for Microsoft's annual conference for developers and IT professionals since 2013. In addition to lab hosting and configuration, we provide a project manager and support team as well as additional resources to provide day-of-event support. Microsoft provides their own lab content, equipment and tech support.



Increase your team's agility with Professional Services.

Contact us at sales@skillable.com.



skillable.slack.com



[skillable](https://www.youtube.com/skillable)



[skillable](https://twitter.com/skillable)



[skillable](https://www.linkedin.com/company/skillable)



[skillable](https://www.facebook.com/skillable)



[skillablelabs](https://www.instagram.com/skillablelabs)