

**CASE STUDY**

# How customized staff training improves business operations for a education platform service provider

## BACKGROUND

Our client is an education platform service provider with internal data engineering and data analytics teams. They came to us for help upskilling their teams on **data migration** protocols and processes.

## OUR SOLUTION

After working with the client to fully understand their needs and challenges (i.e. data quality issues, metadata management, data silos, nulls, truncated/missing data, incompatible data, etc.), we create a customized training course designed to level up their internal teams' data migration skills.

This customized training was delivered by a certified SME and included industry test cases and real-life scenarios related to **data migration strategies, data mapping, data profiling, data cleansing, and data validation.** We also helped the client's team plan and implement prototypes giving them hands-on experience.

## RESULTS

### Result One

The client's internal tech teams received customized training pertinent to their specific landscape and daily activities.

### Result Two

The upskilled staff now facilitates streamlined operations and increases productivity efficiently and effectively.

### Result Three

Our client's customers receive better service, enjoy an improved user experience, and have faster response time which all contribute to our client's overall success.

## AT A GLANCE

### Challenges

- Creating an effective data migration curriculum
- Training in-house data engineering and data analytics teams

### Benefits

- Improved operations
- Upskilled employees capable of performing data migrations effectively
- Improved data quality and management
- Happy customers

## WHY THEY HIRED US



### Customer service

We listen collaborate, and create effective customized solutions.



### Fully credentialed

We are an accredited and certified training partner with industry-leading learning vendors.



### Platform flexibility

We offer both virtual and in-person learning to help leverage training dollars.



### Technology expertise

We're technology professionals who use our expertise to inform our training offerings.

## WHO WE ARE

CCS Learning Academy is the professional training division of CCS Global Tech, a full-service technology provider. We've been providing high-level technology and business training to professionals since 1997.

We use our connection to CCS Global Tech to stay abreast of current technology trends, developments, and needs. We use this information to inform our training offerings, which change to align with the current environment.

Unlike many technology training providers, we are tech professionals first. This means you learn from certified, working professionals who bring real-world experience and scenarios to your learning. We also partner with industry-leading education developers to ensure you're receiving up-to-date information that contributes to your career advancement.

## OUR TEAM

Click names to connect on LinkedIn.



**Hitesh Jain**  
COO and CFO



**Anand Dandapani**  
Director of Global Education



**Kajal Shelat**  
Director of Business Development



**Joshua Dominic Prado**  
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## ACCREDITATIONS & PARTNERSHIPS



# CCS

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