

CASE STUDY

# How customized staff training improved technology implementation for a rental and real estate service provider

## BACKGROUND

Our client is a rental and real estate service provider with multiple locations and an in-house tech team. They came to us for help choosing new computing platforms. They also wanted training for their team on the new technology.

## OUR SOLUTION

After working with the client to fully understand their needs and challenges (i.e. data silo issues, metadata management, scalability, reporting, etc.), we helped them choose two new computing applications: **Azure Data Services** and **Power BI**.

Once the new technology was chosen, the CCS Learning Academy team designed a curriculum tailored to the client's new environment. This customized training was delivered by a certified SME and included industry test cases and real-life scenarios related to data warehousing and data migration. We also helped the client team plan and implement prototypes giving them hands-on experience.

## RESULTS

### Result One

The client received professional guidance determining which computing platforms would work best for them.

### Result Two

The client's staff received training that was pertinent to their specific landscape and daily activities.

### Result Three

The client experienced a smooth transition to their new applications with minimal downtime. They also upskilled their staff to facilitate rapid user adoption and Day 1-readiness.

## AT A GLANCE

### Challenges

- Choosing and adopting new computing platforms
- Training staff on new technology

### Benefits

- A technology platform tailored to their needs
- Training curriculum that addressed their specific technology
- Smooth implementation and upskilled tech team

## 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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