

Global Technology and Business System Solution Provider expands Check Point skills to better serve customers



CHECK POINT™



Red Education

★★★★★ 98% of students recommend Red Education



SECTOR - TECHNOLOGY SOLUTION PROVIDER

Our client is a global technology and business solutions provider. Their services include digital business consulting, technology and managed services for cybersecurity, applications, workplace, cloud, data center and networks.

CHALLENGES

Our client has a long history of technology innovation and contribution to society. Supporting their customers with Check Point cybersecurity solutions, they were experiencing disjointed training schedules and gaps in skills and knowledge across their security team.

The resulting skills gaps in the managed service team was impacting their ability to dealing with customer security issues. The team needed to refer to the technology provider for support, which was time-consuming and costly.

SOLUTIONS

We carried out a gap analysis for the client to understand the training needed. We then put together a detailed training plan to address this with a cost-effective and timely training course schedule for the 17 members of security staff requiring support.

OUTCOMES

Profitability increased as the client needed less support from the technology provider helpdesk.

Overall customer satisfaction improved as the team was able to provide a better service and had more time available to develop their skillset, in turn reducing the pressure on their team leaders.

Premium training was delivered on budget, on time and with excellent student feedback.

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★★★★★

"I recommend their courses to anyone who might be on the fence about preparing for any Check Point Certification exam." - Verified Student

★★★★★

"These sessions were exceptional in every way. The interactive activities and real-world examples you incorporated into the sessions greatly enhanced our understanding and practical application of the training material."

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CHECKPOINT COURSES >>