

How BT iNet trains its staff months faster with Firebrand



- Cross-skilling and refresher course required for entire team
- Custom-made course, reduced from 120 to 45 days' total training
- Official Cisco delivery

BT iNet is the networked IT Specialist of BT Business that provides engineering, project management and sales support services across the country. The company came to Firebrand with the need for a bespoke training programme that would satisfy two requirements. One: to provide a refresher for all Cisco Unified Communications engineers and consultants, and two: cross-skill the engineers with Cisco Routing & Switching skills.

Glyn Kennett, Head of Deployment Services, explains: "BT iNet is a flexible group of technical specialists, prepared to respond quickly to handle any project. As a result, we must keep up-to-date with the latest Cisco technologies and trends. "We're also committed to improving the



work-life balance of our engineers and consultants."

All the skills at more than twice the speed

Glyn knew exactly what training BT iNet required – but it wasn't what you'd find 'off the shelf'. Glyn required flexibility, and provided a list of the elements of Cisco Routing and Switching (R&S) that his team needed to learn. "The reason we wanted to run bespoke training is two-fold. Firstly, as

a refresher to Voice Engineers who didn't get heavily involved in that anymore, and secondly for the guys who have come straight into the Voice side of things, and don't have an R&S background to draw upon" he said.

The custom-made, lightning-quick course

Glyn discussed his 'wish list' with Marcus Costerton, Firebrand's Cisco Learning Consultant, and Dave Petts, Firebrand's Chief Cisco Instructor. Firebrand then designed a course curriculum that provided all of the required knowledge, in the fastest possible time.

The biggest benefit to BT iNet was the speed at which the training would be delivered. Glyn describes: "The main saving was in the amount of days away from work. Having engineers out of the business for long periods of time

is a considerable cost and inconvenience, so Firebrand's approach of keeping this to a minimum was very attractive"

The easy decision: 45 or 120 days?

A traditional delivery of this course would have been eight days' training for each of BT iNet's 15 members of staff. With Firebrand, the course was only three days. This meant that the staff were out of the office for a combined 45 days, rather than the alternative of 120.

Glyn explains: "As a result of attending this bespoke training, we now have the opportunity to use our workforce more effectively. We've reduced the amount of travelling time for engineers, because we have the skills we need distributed across the country. A happier workforce, and reduced costs, equals a win-win for us.

He concluded: "Firebrand balanced being incredibly fast with the reassurance that they're an official Cisco Learning Specialized Partner. So everything was official: the labs, courseware and instructor – which made it an even easier decision to make."

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