

Empowering a Leading Service Provider with Customized Cisco Training

Challenge:

A prominent technology service provider in Mauritius required specialized Cisco training focused on Cisco Nexus Deployment in NX-OS with the Nexus Dashboard Fabric Controller (NDFC), along with an overview of Data Center Networking Advanced (DCNXA) topics. However, this course was **not officially available** from Cisco, making it highly specialized and unprecedented. In addition, **no existing vendor** had a ready curriculum or labs for this niche topic, creating a significant gap between what the client needed and what was available.

The challenge was twofold:

1. **Addressing the Learning Gap** – Ensuring that employees and their clients in the banking sector receive relevant, high-quality training.
2. **Managing Lab Constraints** – Limited lab infrastructure required an innovative solution to facilitate hands-on experience.

Solution:

We engaged in **multiple consultations** with the client to fully understand their needs and expectations. Recognizing the absence of official Cisco training for this niche area, we designed a **fully customized course** that blended the core DCNXA curriculum with **exclusive content** on Cisco Nexus Dashboard Fabric Controller to ensure a seamless learning experience.

Customization and Delivery:

- **Tailored Curriculum**
 - o **Focused Learning Paths:** The training covered core aspects of Cisco Nexus Deployment, NDFC features, and advanced data center networking concepts.
 - o **Hands-on Labs:** Since official labs were unavailable, we developed a customized lab environment, ensuring participants could practice real-world scenarios.

- Flexible Learning Modules: The training was structured to balance theory with practical application, enabling participants to implement concepts effectively.
- **Structured Batches**
 - First Batch: Delivered online via Instructor-Led Online (ILO) mode.
 - Second Batch: Conducted at our Dubai center through Instructor-Led Training (ILT) mode.
 - Duration: Each training program spanned 7 days, ensuring in-depth coverage of all required topics.
- **Overcoming Challenges**
 - Lab Availability: With only one lab pod available, we adopted a collaborative learning approach, allowing participants to share the pod while maintaining a hands-on experience. This ensured optimal engagement without compromising training quality.
 - Expert-Led Instruction: Our expert trainers conducted the training, ensuring smoother future deployments.

Results:

- **Enhanced Technical Capabilities**
 - Skill Development: Over two training batches, participants gained in-depth knowledge of Cisco Nexus deployment, enhancing their ability to manage data center networks efficiently.
 - Project Optimization: The training **directly contributed** to improved project delivery capabilities, ensuring faster, more reliable network implementation.
- **Business Expansion**
 - Client Referral & Growth: The success of the first batch led the client to refer our training services to their own customers. This resulted in a second training batch and has opened doors for two additional training sessions soon.

Client Testimonial:

“The training provided was highly relevant, comprehensive, and practical. The hands-on approach ensured our team could apply their learning immediately, and the customization made it extremely



valuable. We appreciate the effort in crafting a program that directly met our needs and look forward to future collaborations.”