

# Optimizing Corporate Training & Vendor Onboarding for a Global Retail Leader

## Challenge:

A leading global retailer sought to optimize its corporate training initiatives through a robust Learning Management System (LMS). Their primary hurdles included:

1. **LMS Implementation** – Integrating a user-friendly platform to facilitate training administration and engagement.
2. **Defining Measurable KPIs** – Establishing clear metrics to evaluate training success and ROI.
3. **Hands-On Lab Integration** – Creating real-world, cybersecurity-focused labs to ensure practical, relevant learning experiences.

However, the client's requirements were not tied to a single, predefined course—thus, developing customized training labs from the ground up became a pivotal aspect of the project. Collaborative efforts spanned multiple teams, encompassing stakeholder presentations, KPI documentation, and in-depth lab environment design.

## Solution: A Four-Phase Approach

To address these challenges, we developed and executed a structured four-phase training strategy:

### Phase 1: Corporate Meeting

- **In-Depth Discussions:** Engaged with key stakeholders to clarify business goals and map out training requirements.
- **Strategic Planning:** Organized a series of roadmap meetings to align objectives and establish tangible milestones.

### Phase 2: LMS Implementation

- **Live Demo:** Showcased the LET portal, demonstrating how participants and coordinators could access, track, and manage their training.

- **Dedicated Student Portal:** Gave trainees the ability to:
  - Watch recorded sessions
  - Provide feedback and assessments
  - Monitor learning progress in real time

### **Phase 3: Defining Key Performance Indicators (KPIs)**

- **Course Content Quality:** Created industry-specific modules to ensure high relevance.
- **Completion Rate Tracker:** Leveraged interactive dashboards to measure participant progress.
- **Post-Training Feedback:** Collected and assessed evaluations for continuous improvement.
- **Customization:** Adapted existing materials or developed new ones to meet client-specific goals.

### **Phase 4: Lab Environment Setup**

- **Hands-On Cybersecurity Labs:** Built from scratch to reflect real-world vulnerabilities and configurations.
- **Container Security Labs:** Covered escape scenarios and misconfigurations.
- **Active Directory Labs:** Explored privilege escalation and Kerberos attack methodologies.
- **Flexible Deployment:** Offered cloud-based and on-premise lab options.
- **Early Delivery:** Provided labs ahead of schedule, allowing the client to validate proof-of-value quickly and seamlessly.

### **Customization and Delivery:**

- **Courses Delivered**
  - Certified Red Team Professional (CRTP) training, including:
    - Instructor-Led Online (ILO) Training
    - Courseware & Lab Access for 30 Days
    - Exam Voucher Valid for 3 Years
- **Session Scheduling & Delivery**
  - 1 Training Batch
  - 4-Hour Instructor-Led Sessions

- Dedicated Teams Group – Facilitated real-time communication, ensuring trainers and participants could quickly address any technical or content-related questions.

## **Results:**

- **Training Success & Future Engagement**

- CRTP Training Completion: Participants gained advanced cybersecurity skills, equipping them for real-world threat scenarios.
- Trusted Partnership: The successful rollout and tailored lab environment cemented a long-term relationship, with the client already planning further sessions post-April 2025.

- **Competitive Advantage**

- Preferred Vendor Selection: The client chose our services over competing institutes, citing comprehensive LMS implementation, well-defined KPIs, and bespoke lab creation as key differentiators.
- Efficiency & Retention: The structured four-phase approach and dynamic labs enhanced learning outcomes, improving both engagement and course completion rates.

## **Client Testimonial:**

"We are highly satisfied with the POV results. The demo lab effectively met our KPIs, and the content was tailored exactly as requested. We appreciate the effort and time invested in this process and look forward to further collaboration."