

Advanced Postgres and Azure Training for a Leading Healthcare Provider

Challenge:

A leading healthcare provider sought advanced training for their team, initially focusing on standard Postgres Administration and developer skills. However, after a series of technical discussions, it became evident that they required a more complex solution involving the integration of Postgresql with Azure. The challenge lay in delivering a comprehensive training program that spanned both Postgres and Azure, addressing the specific needs of their technical team.

Solution:

After clarifying the client's needs through multiple technical calls, Koenig Solutions arranged for internal and external trainers to assess the requirements. However, despite initial efforts, the external trainer was not fully equipped to cover the Azure topics. This prompted Koenig's in-house team to take on the challenge and deliver the necessary Azure content by leveraging cross-domain expertise. The team quickly adapted, ensuring that the training was completed effectively through a combination of internal expertise and a Train the Trainer (TBT) model.

Customization and Delivery:

- **Tailored Curriculum:** The training content was customized to combine Postgres Administration, developer skills, and Azure cloud integration, specifically addressing the client's needs.
- **Expert Trainers:** Internal trainers were trained via the Train the Trainer (TBT) model, ensuring they were equipped to deliver on the complex integration of Postgres and Azure.
- **Multi-location Delivery:** Six concurrent training sessions were successfully conducted across different locations in India, overcoming the challenge of limited trainer availability.
- **Cross-domain Expertise:** Koenig leveraged internal cross-domain expertise to ensure the successful delivery of both Postgres and Azure topics, adapting quickly to client needs.

Results:

- **Increased Client Satisfaction:** The client was highly satisfied with the training and service, leading to a valuable B2B reference.
- **Enhanced Team Capabilities:** Both the sales and delivery teams gained significant insights and experience from managing this complex project.
- **Successful Completion:** Despite the complexity, the training was delivered successfully, further solidifying Koenig's reputation for handling challenging assignments.

Client Testimonial:

"Despite the newness of some topics, the trainers delivered the content with confidence and clarity, ensuring a successful learning experience for our team." - **Employee**