Arrow Education - Case Study

QRadar SIEM training enables Global Telecommunications Company to become IBM Business Partner in record time!

This case study outlines the success of Arrow Education's approach to delivering tailored IBM QRadar SIEM certification workshops to a global telecommunications company.

Background

The customer, a telecommunications company operating globally, had an urgent requirement to become an IBM Business Partner in order to resell the IBM Security Portfolio, most notably QRadar SIEM.

The requirement was to secure 2 x Technical Certifications and 1 x Sales Mastery Certification in order to meet the IBM pre-requisites to become authorised as an IBM Business Partner.

There was also an overwhelming need to demonstrate the capability of the SIEM solution and enable delegates quickly and effectively.

Approach

The objective of the training was to provide a solid understanding of IBM's QRadar SIEM capabilities across all areas of the business for both sales and technical personnel.

Due to project demands both workshops needed to be delivered within three weeks and certifications secured.

In order to provide maximum flexibility, workshops were delivered both off-site and on-site. This was necessary to streamline costs and meet operational demands.

A staggered approach was required to ensure that critical projects were not impacted by lack of resource. Workshops were tailored to reduce the duration to avoid time out of the office and reduce operational costs

IBM proctored certification sessions were provided immediately after training to secure the greatest possibility of success.

Solution

Arrow's solution to meet the company's challenges comprised a detailed training plan for 21 people targeting different skill sets including Sales, Pre-Sales Technical, SOC and SIEM Analysts.

2 x five-day customised certification workshops were created to focus both on effective enablement and preparation of delegates to undertake the following certifications:

C2150-624 **Technical Certification**:

- **IBM Certified Associate Administrator - Security QRadar SIEM V7.2.8**

M2150-808 **Sales Certification**:

- **IBM Security Intelligence Sales Mastery Test**

Benefits / Results

Of the 21 delegates taking certification there was a **100% pass** rate. This was a phenomenal achievement especially given the minimal level of experience of delegates prior to the workshop.

- **IBM Business Partner status achieved within 3 weeks** as a result of tailored workshops and proctored certification sessions.

- **Flexible delivery** ensured reduced costs and impact on resourcing critical projects.

- **Tailored workshops reduced time** away from the office and operational costs.

- **Teams gained the requisite skills & knowledge** to effectively understand the capabilities of the QRadar product.

- **Real-world scenarios and practical examples** in an interactive learning experience delivered faster skills enablement, greater confidence and more agile project delivery.

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