



## CASE STUDY

# A US NAVY BASE IN ITALY MANAGED TO COMPLETE A CRITICAL MICROSOFT SHAREPOINT UPGRADE DESPITE THE GLOBAL PANDEMIC

By NETCOM LEARNING

The pandemic may have brought the world to a standstill, but crucial services like defense and security always need to be on high alert. These essential services are extremely time and process sensitive, which makes them tremendously important to any nation's government.

The security forces, including the Navy bases of any country, are one of the most critical components of defense in which technology can truly impact people's lives – directly and indirectly. Due to the nature of online work today, Navy bases have zero tolerance for errors, since even a minor glitch may have irreversible repercussions.

With NetCom Learning's expertise in Microsoft training, we not only upskilled US Navy soldiers and civilians in SharePoint, but we also offered an experience that paved the way for a long-lasting association. Let's explore this fascinating story.

## What our client was looking to achieve

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NetCom Learning approached this Navy base to understand their skilling requirements. The client was looking for Microsoft SharePoint training. They were upgrading from SharePoint 2013 to Office 365 and a Hybrid SharePoint Environment (using SharePoint on-premise servers as well as in-cloud servers). The upgrade changed the look and feel of their SharePoint sites. They decided to undergo training so that all the best practices and changes can be explained and implemented.

As an authorized Microsoft Gold Learning Partner, we could fulfill their training needs. We concluded our first round of training with great success. It was at this time that the COVID struck. Organizations worldwide were dealing with ways to normalize the systems they had in place. As we offered a Free Microsoft Teams training, we helped our client train their personnel on Microsoft Teams. This training proved to be highly beneficial for them at a time when their country, Italy, one of the worst-hit countries by the COVID-19 pandemic, was struggling to manage the new work-from-home situation.

Previously, they were using SharePoint as a repository of documents. With our training, they were ready to use many other aspects of SharePoint with Custom Lists, Web parts and App parts. They customized Site Pages, created Check-in and Check-out process, and added custom document types, as well as custom templates to document libraries. Managing permissions and understanding how permissions work in SharePoint was also one of their requirements.

They were so thrilled with our training and the trainer's expertise that they requested more training sessions from NetCom Learning for three consecutive months. At this time, they wanted to get two of their teams trained on the newer version. NetCom Learning completely customized the classes to accommodate the client's schedule and requirements.

Therefore, a training requirement that began with a small batch for SharePoint Branding quickly expanded into a tremendous SharePoint Upgrade training requirement for more than 50 learners. The knowledge, experience, professionalism, and impeccable training delivery from NetCom Learning instilled a strong feeling of trust that paved the way for further training opportunities from our client.

## Challenges Along the Way

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1. The client had to process the migration before September 2020. Given the current world scenario, it was a challenging goal to achieve.
2. The client requested training to be held according to their local time zone in Italy. However, for our trainer in New Jersey, that meant a 3 am delivery.
3. Since there is restricted access to many technology platforms on a military base, we faced the challenge of choosing a platform on which training could be conducted.
4. They requested special orientations for their learners so that they didn't have to face any challenges during the training.

## Eliminating All Challenges Via Our Customized Microsoft Training Solution

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1. Our enthusiastic supporting teams ensured that the client training needs were fulfilled well within their target timelines.
2. Our trainer gladly delivered training according to the client's time zone, even when it meant giving classes at 3 am, local time.
3. We proposed our training sessions to be conducted via Microsoft Teams, which is a DoD-compliant platform. The client's earlier training experience with us for Microsoft Teams helped a great deal in this regard.
4. Special arrangements were made to ensure that they had a smooth training experience. Our technical and operational staff were also available online, apart from the trainer at the time of training.

## When our Star Trainer and Support Staff Became the Torchbearers of Success

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We were able to comply with DoD training delivery requirements despite the initial technical hiccups. Our trainer and support staff resolved to make this training a success with their punctuality, availability and enthusiasm. They worked graveyard shifts to ensure that learners completed their classes without any interruptions to get the most out of their training. Learners found our trainer to be extremely skilled, professional and engaging. By asking a lot of questions and keeping the learners engaged, our trainer made sure that all doubts were resolved on the spot. It is no wonder that our trainer received 5-star feedback from the client, and the same instructor was requested again and again for all subsequent batches.

## A Fulfilling Learning Journey

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NetCom Learning's focus was on providing a completely customized and flexible Microsoft SharePoint training solution that accommodated all their preferences and limitations. This helped the client upskill their task force without disturbing their mission-critical operations, all the while conforming to their government's strict compliance norms.

As a result, the client was able to successfully implement migration with the help of our training solution. Not only that, the client has enrolled for yet another training with us for the next fiscal year. It's been five batches and still counting. Our journey with them has just started...

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NetCom Learning is an award-winning global leader in training, learning solutions, and talent development. Since 1998, we've been in the business of helping organizations reach optimal performance results and address challenges by managing all aspects of organizational learning.

With a team of dedicated and knowledgeable learning professionals having deep subject-matter expertise, NetCom Learning has serviced over 80% of Fortune 100 companies. We've helped over 10,000 organizations achieve their business goals by offering a full complement of Managed Learning Services, including IT and business training, curriculum design and content development, learning delivery and administration, consulting and advisory services, and management of learning technology.

We believe that an organization's ability to learn—and translate that learning into rapid action—is the ultimate competitive advantage.



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