



## ***Case Study – Unified Communications Custom Training Solution***

### **Objective:**

A large government agency was in the process of migrating two dozen vehicle units to a new suite of state-of-the-art communications. Although the communications suite was comprised of commercial-off-the-shelf (COTS) equipment, the configuration of this equipment was unique and tailored to their specific needs. These units had a mission to provide voice, data, video and radio communications to a wide range of workers under many different circumstances.

### **Need:**

It was essential to conduct training to personnel expected to install, operate, and maintain the equipment.

### **Solution:**

Sunset Learning's technical team worked with the government agency to determine specific training needs and experience levels of the engineers attending training. Taking these things into consideration, Sunset Learning was able to develop a 104 hour (2.5 weeks) custom training Cisco and JPS/Raytheon course to meet all the needs of the government agency to be delivered at multiple locations across the country.

It was decided that the customer needed a variety of concepts compiled from the following courses, Cisco Inter-Connecting Network Devices (*ICND*); Cisco Voice over IP (*CVOICE*); Cisco IP Telephony 1 and 2 (*CIPT1-2*); Cisco IPICS; and JPS/Raytheon ACU-2000.

The equipment that the government agency needed to be trained on included: Cisco IPICS Server 2.0; Unified Communications Manager 6.1; Cisco 2800 and 3800 series routers; Cisco 2106 Wireless LAN Controller; Cisco 1131, 1242 and 1522 wireless access points; Cisco 7900 series telephones.

Sunset Learning developed custom training course, arranged all necessary training materials, and provided the training at 6 different locations across the nation saving the government agency time out of the office and travel expenses.

### **Testimonial:**

"Rarely in a career are professionals called upon to respond to a vital contingency for which they are so confident and fully qualified. In every respect, Sunset Learning's instructor was ready for the challenge presented by the requirements of our training needs. I know that success like this is not automatic and is the result of extensive research, planning, education, and plain hard work. Well Done!" - Chuck, Telecommunications Specialist

