

Learn iT!

Learn iT! Delivers Technical Training to Inovant, a Division of Visa USA

"We've worked with other vendors, but Learn iT! are head-and-shoulders above the rest." —Richard Parro, director of core and configuration development at the Inovant division of Visa USA

Situation:

Inovant, which is majority-owned by Visa U.S.A., provides global processing services to Visa. These services include developing technology standards and architecture, supporting software programming and system development activities, and managing the company's network and computer facilities.

This technology services arm of the credit card processing giant develops financial applications and support systems. These projects require a strong knowledge of current distributed client/server programming and software development techniques, which new employees or employees experienced with mainframe programming may not have. Technology changes in development tools and the Microsoft .Net platform used to deliver the Inovant solutions also require ongoing education to keep staff current on the latest developments.

The Inovant software development team comprises about 30 people, who work on a variety of projects. "They will often need targeted technical training," says Richard Parro, Director of Core and Configuration Development at Inovant. Although Inovant has internal training resources, the division often needs more in-depth, intensive training that might span several days—something it cannot provide internally.

Solution:

For several years Learn iT! provided targeted classes for Inovant's senior software developers and software engineers to help them stay current with the latest information on programming and technology. Typical classes include Microsoft SQL Server 2000, .Net software development, and Visual Basic programming.

Learn iT!'s instructors tailor classes to Inovant's specific needs, adapting to the current project needs Inovant's developers often face. Trainers use actual project examples in their curriculum, which helps ensure the knowledge gained can be applied to current needs. That helps make the training more quickly usable by the Inovant developers.

Result:

Learn iT!'s targeted, in-depth training has helped Inovant's developers succeed in their work. The benefits of the training go beyond the immediate project, Parro adds: "The training provided by Learn iT! broadens their background. We find that it adds real value to their ability to be productive employees."

Learn iT!'s ongoing ability to satisfy Inovant's technical training needs is why Inovant has continued to rely on Learn iT! for several years. "We've worked with other vendors, but Learn iT! is head-and-shoulders above the rest," Parro says.

Overview:

Customer: Inovant

Location: Foster City, CA

Industry: Financial Services

Solution: Ongoing technical training

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to make you the best at what you do"**