Security software company speeds provisioning of training classes with Embotics vCommander

With security solutions used by businesses and government institutions to protect their networks from cybercrime, malware and data theft through a unified, cloud-centric platform, this leading computer security software company was looking to decrease the time taken to provision systems in advance of their in-person and virtual training classes.

Faster deployment, increased reliability

The company has two comprehensive training programs: one for clients who use their products and another for global partners who resell their products. These classes are offered either online as Virtual Instructor-Led Training (VILT), or in person at one of the Authorized Training Centers (ATC) around the world.

One of the challenges that the Corporate Training department faced was the ability to rapidly provision systems for students each week for the multiple courses that were taking place across several different time zones. This task took at least a day or so each time the courses were to commence. Once a ticket was created, IT provisioned everything manually which, given the IT workload, led to the increased wait time for systems to be provisioned.

The organization runs a VMware environment on...
It was for its ease of use and configuration, particularly in the area of network fencing, that vCommander was chosen. vCommander allows the training department to provision virtual machines as needed, removing the burden from the IT group, and allowing for much faster deployment time. “By utilizing vCommander, a lot of time is saved as they don’t have to rebuild systems or get them provisioned by hand”, said a systems engineer for the company. “They just hit a button, and the systems get provisioned for them.”

As the person focused on creating the system templates for the partners, students and sales engineers, the technical trainers are now able to focus on more important things than building and deploying multiple systems in a serial manner. “The batch operations of vCommander are awesome, and the ability to be able to stand up the training systems in 10-15 minutes provides a substantial time saving over the day or so that it used to take by hand. I can request 10, 15, or 20 environments, hit the button, and they just get served up.”

**Seamless user experience**

The company’s system engineer sees a lot of opportunity for further automation. “We’ve barely scratched the surface with vCommander’s capabilities, but the ability to capture end-user requirements on the vCommander forms, and then take that data and script it on the backend via the Embotics workflow engine will really make our lives easier. The product works flawlessly. It does what it’s supposed to do, it does it easily, it does it well, and it does it quickly.”

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And it’s not only the powerful workflow engine and self-service provisioning that has provided benefits. Students get a much more seamless user experience as they now use vCommander to open a VM console connection or RDP directly into the fenced services to get to their systems, rather than the web UI they had to use previously.

**Attention to detail**

“No matter how good a product is, if it doesn’t have good support, then it’s worthless, and the Embotics support is stellar,” continued the system engineer. “The team, from the execs down, listen to how we want to use the system and offer the help and advice to help us reach that end goal. At Embotics, the time is taken to make sure we are successful. The attention to detail with their customers greatly exceeds my expectations. The philosophy of Embotics is that once they’ve sold the product, they pretty much do whatever it takes to ensure the customer is successful.”

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**About Embotics**

Embotics is the cloud automation company for IT organizations and service providers that need to improve provisioning or enable self-service capabilities. With a relentless focus on delivering a premier user experience and unmatched customer support, Embotics is the fastest and easiest way to automate provisioning across private/public/hybrid cloud infrastructures. Its flagship product, Embotics vCommander, is used by organizations such as Nordstrom, NASA, Fanatics, and Informatica.