

EDUCATION SERVICES

PANGEA CASE STUDY:

Tailor-fitting Services

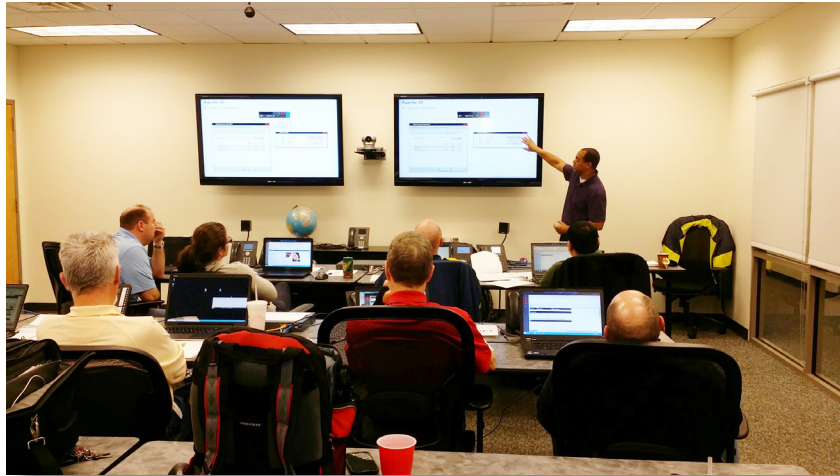
Technology moves pretty fast. That's its nature. It's seems lately, though, it's been moving really fast. And savvy resellers are ensuring their technicians and end user customers are up to date on all the innovations offered by the manufacturers they represent. Pangea Networks, a valued ScanSource Communications partner in Kansas City, MO, is one of those resellers.

THE CHALLENGE Jeff McLuckie, Director of Operations for Pangea Networks, reached out to his ScanSource account executive for help with a ShoreTel technical certification class: ShoreTel 3210 - Maintaining and Supporting the ShoreTel IP System. **ScanSource Services Group's education team offers this class in training facilities across the country**, but this was for one of Pangea's end user customers and Jeff wanted it delivered at their location in Kansas City, MO. We offer suitcase classes regularly, which are perfect for a reseller when they have about eight students (employees or end-users). Jeff had six students and wanted better ROI.

THE SOLUTION We worked with Jeff to define goals and make it an attractive price per student. The cost savings is amplified because the class was at their location and no travel expenses were incurred. Plus, the education team coached Jeff to get another Reseller to join to offset the cost, creating a win-win-win!

THE PROCESS ScanSource Services Group's education team performed the ShoreTel Certification Class at their location and provided the resources to create a professional training environment.

THE RESULTS After the class, Pangea Networks reported: "It was a success! We had multiple comments that the instructor was very good. All went well and we will do it again if the opportunity presents itself."



GET EDUCATED WITH SCANSOURCE SERVICES GROUP

ScanSource Services Group's education team are a great way to meet vendor requirements and add value to your customers. We offer a comprehensive training schedule that offers in-depth, hands-on training and vendor certification classes. We make them easily accessible in professional environments across the country. And, as shown with Pangea Networks, our team will work with you to tailor a winning solution.

WANT TO LEARN MORE?

To discover our class schedules, learn which vendors we are an Authorized Training Partner (ATP) for, and to discuss your specific needs, **visit www.scansourceservices.com/education or call 866.370.6712 x2010.**