

BUILDING A VIRTUAL TRAINING ENVIRONMENT

Collins Building Services (CBS) is a cleaning service company with over 30 years of experience in their industry, managing hundreds of facilities in the northeast. CBS experienced significant growth in 2008 and decided to partner with Tekscope to help optimize their digital environment to support this growth. Providing networking, datacenter work, cloud migrations, and cybersecurity, Tekscope soon became an extension of CBS' engineering team.

A virtual training environment

In 2018, and after ten years of working closely with Tekscope, CBS decided to optimize its staff training process. "With over 3,000 employees, training has always been an essential part of our organization, it's how we ensure we're always at the forefront of our industry. However, the larger we grow, the harder it is to make sure employees get in-person training regularly. We knew we needed to find a solution that allowed us to create a virtual training environment without sacrificing the quality and overall experience."

The objective was clear, CBS needed to have a virtual environment that allowed both in-person and virtual attendees to share the same training experience. Due to the length of some of the trainings, 1-2 days, the solution needed to have high-quality voice and video and be as interactive as possible.

To achieve this objective, Tekscope deployed a virtual training environment in two of the main training rooms, utilizing Cisco technology. We provided Webex videoconferencing units with dual screens to share content from one room to the virtual attendees in the other; Webex Boards to allow for a 'white-board' experience; and Webex Call and Webex meetings to facilitate session recordings and to be shared and stored for on-demand access. Additionally, the presenter tracking capabilities enhanced the real-time experience for remote attendees who could now have a clear view of the presenter, enabling their learning process.



"From a staff training perspective, the Cisco collaboration environment we have today along with Tekscope's expertise has helped our organization stay at the forefront of the industry and ensured that our staff is well-trained to better serve our customers. Other departments are experiencing the ease of use of the training rooms and notice the increased performance and speed of processes like recruiting and strategic business management. This has truly helped us to see a return on the investment we've made."

Kenneth Collins – CBS President