

DreamTeam Portal 2.0 case study

Ireland's need for advanced training & certification courses



Established on the basis of a simple concept in Dublin in 1990, MoreSoft IT Institute has evolved into one of Ireland's most renowned sources for accelerated training and certification for IT professionals, corporations and government organisations.

MoreSoft IT Institute has evolved into a leader in IT support, training and certification and with established expertise in end-user and technical training, now offers over 200 scheduled courses at bespoke training centre.

According to Keith Nolan, MoreSoft's General Manager, MoreSoft's success is due to an approach that guarantees every course is both effective and enjoyable. "MoreSoft has earned a reputation of total excellence, dependability and efficiency within the training industry" explained Keith. "Our clients recognise and appreciate the quality of our instructors, the contents and format of our courses and our professional approach."

The latest Microsoft technologies

The Irish economy has grown substantially since 2001, increasing the need for high quality IT services and support. With its reputation for unrivalled training, MoreSoft was well positioned to capitalise on this emerging market but recognised that there was a demand for more advanced



training on the latest Microsoft technologies such as Microsoft Project Server and Microsoft Systems Management Server 2005.

"Our clients were looking to MoreSoft to provide training and certification on these emerging technologies," continued Keith, "but as these levels of expertise were not available in Ireland, we decided to look for a partner that had proven levels of expertise in these areas."

Keith used the Google search engine in his endeavour's to locate a suitable partner. "No matter how I phrased the search, one company kept on coming up," said Keith. "That company was ICS Solutions and, following my opening discussions with them, I quickly realised that this was an organisation that could partner with us to deliver

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Keith Nolan
General Manager, MoreSoft

the professional and advanced training and certification courses that our clients needed.”

Music to my ears

Keith’s initial expectations were reinforced during conversations with Treesje Verlinden, ICS Solutions’ DreamTeam Partner Manager. “Treesje was extremely professional, competent and obliging and I became convinced that with ICS Solutions, I had found a company that met and exceeded all of my requirements,” added Keith. “Even Microsoft gave ICS Solutions a glowing endorsement — music to my ears.”

Since mid 2006, MoreSoft and ICS Solutions have presented advanced training and certification courses to many high profile clients. Many of MoreSoft’s clients have commented on ICS Solutions’ ability to present courses that integrate ‘real-time’ experience combined with commercial and academic expertise, addressing the issues and requirements of each individual client.

Expertise second to none

“ICS Solutions’ expertise is second to none and has been a key factor in our success in increasing our client base,” commented Keith. “We had already identified the financial services market as being a prime sector in our growth plans and we have been able to deliver the advanced training and certification courses that simply have not been available in Ireland until now.”

For the future, Keith sees the relationship with ICS as a long term partnership. In addition to training and certification, MoreSoft delivers a wide range of Managed Services to clients throughout Ireland and Keith sees ICS Solutions’ DreamTeam as enabling MoreSoft to deliver and expand their levels of IT

service and support outside of the training offering, now being demanded in Ireland.

Forging a deep relationship

“I have been delighted with the way in which our partnership with ICS Solutions has gone over the past months,” concluded Keith. “We have been very happy with the levels of professionalism, competency and flexibility that all of their trainers and instructors have shown. Our clients are happy and have frequently commented upon the way in which these courses address and exceed all of their requirements. I am confident that MoreSoft and ICS Solutions will forge an even deeper and successful partnership in the future.”

BENEFITS

- Full training and certification on new and emerging Microsoft technologies, not previously available in Ireland.
- Clients recognise and appreciate the quality of instructors, the contents and format of courses (including ‘real-life’ examples), and professional approach.
- Partnership opens new opportunities for MoreSoft, with expanded client base and expansion into financial services market via high quality and advanced training and certification courses on Microsoft Vista and Exchange 2007 technologies.
- ICS Solutions, proven levels of expertise, with academic and practical experience, complements MoreSoft’s thorough knowledge of, and reputation in, the Irish IT services and support market.