Compuware Finds Cost-Effective, Flexible Training Partner in Learning Tree

Founded in 1973, Compuware Corporation is a recognized industry leader providing enterprise software and IT services that help maximize the value of technology investments. Compuware serves the world's leading IT organizations, including 46 of the largest Fortune 500 companies.

The Challenge

As a provider of IT products and services, Compuware understands that the bedrock of customer satisfaction lies in how skilled and knowledgeable its employees are in their roles. To maintain a high level of quality, Compuware has committed to training its personnel thoroughly in both technical and customer-facing skills through rigorous internal "boot camps" called Professional Development Programs (PDPs).

Recently, Compuware assembled an intensive 14-week PDP focusing on advanced Java topics and frameworks, and designed it to emulate the phases of an actual system development life cycle. Courses in the initial two weeks focus on object-oriented fundamentals, user requirements and design. The following six weeks represent the Learning Tree module—or "technical suite"—featuring classes on technical development and coding techniques. Following Learning Tree's training module, there is a week dedicated to Compuware testing methodologies and presentation skills. Finally, the 24 participants spend the remaining five weeks of the program in the "final project" phase where they apply their new skills and knowledge toward developing an application that will actually go into production.

For Carolyn Barber, Compuware's Global Sales Director, being tasked with the job of putting together the program meant identifying a reliable and effective training resource capable of delivering the critical technical component. The search led her to Learning Tree. As Carolyn put it, "I was looking for a company who could deliver a quality program, and I knew that Learning Tree would have the most up-to-date course content along with instructors who were well versed in the subject."

The Learning Tree Solution

Once the PDP had been mapped out internally, Learning Tree worked closely with Compuware to align its requirements with existing Learning Tree Courses. In the majority of cases, the course content was a perfect fit. In those instances where some customization was required, Learning Tree had the flexibility and expertise to adjust the content as needed. The finalized module consists of seven courses varying in length from one to four days. Topics include SQL Programming, Java Refresher, Java Web Development, Struts 1, Spring, Hibernate and Enterprise Edition 5.

Another important selection criterion was Learning Tree's ability to deliver a complete, on-site end-to-end solution. "What really separated Learning Tree from the other vendors," said Carolyn, "was that they could bring in all the equipment, set it up and take responsibility for it. That, to me, is *extremely* professional."

The Results

As with any technical training initiative, the benefits are best measured by how much more effective the individuals are upon returning to their jobs. To assess the results of the training, Learning Tree incorporates pre- and post-course testing to give Compuware the data it needs to set the grade average individuals must maintain to remain in the program (70% minimum), and measure pre- and post-test knowledge transfer (an average increase of 32.5%). During the Learning Tree Courses, participants are encouraged to provide feedback on the quality of the course content and instruction. Carolyn considers the many positive responses she's received as a "win-win" for both client and vendor: "Whether the individuals are recent college grads or experienced employees, they cite this type of quality training as one of the main reasons they came to Compuware in the first place."

The success of the Java PDP has led Compuware to begin developing with Learning Tree an additional module focused on .NET development. Once completed, the organization will be able to easily replace the Java EE suite with the .NET suite while keeping front- and back-end programs in place.

Ultimately, the success of Learning Tree's end-to-end training solution has enabled Compuware to provide its employees with a complete training program that truly enhances their professional development. Carolyn sums it up best: "Learning Tree's expertise and responsiveness have been invaluable. They've delivered us a very high-quality product and great value for our investment."

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