CASE STUDY | CISCO CLOUDLOCK & UMBRELLA

Cisco reaches users across 1,000+ companies with revitalized training

Cisco Cloudlock is the leading CASB ad cybersecurity-as-a-service provider, protecting enterprises from compromised accounts, cloud malware, and data breaches in the cloud. Cisco Umbrella is the leading DNS security product in the industry and provides the first line of defense against threats on the internet.

In partnership with Skilljar, Cisco Cloud Services (Cloudlock and Umbrella) launched the Cloudlock Training Center, an on-demand content portal with Salesforce and SSO integrations.

Cisco Umbrella

INDUSTRY
Cloud Security

EMPLOYEES
800

HEADQUARTERS
Waltham, MA

WEBSITE
umbrella.cisco.com

TOP METRIC
Cisco Cloudlock & Umbrella have more than 3,000 users across more than 1,000 companies

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skilljar

Customer training made simple   **Request a Demo**

> As administrators of six domains hosted by Skilljar, we are able to easily post professional-looking content and our customers often comment on how easy it is for them to access our training and navigate the courses.

— Andrea Eberly, Learning & Development Manager, Cisco Cloud Security

Challenge

Prior to partnering with Skilljar, Cloudlock was struggling with a legacy LMS system that was not scaling at the same rate as the company and wasn't providing the level of support Cloudlock required. In turning to Skilljar, Cloudlock was looking to modernize its training experience, for both users and administrators, as well as reduce the burden of training on administrators.

Goals

- Provide on-demand user training accompanied by a great user experience
- Develop a platform with robust analytics capabilities to measure customer health
- Reduce the burden of training on administrators

Solution

Cisco Cloudlock came to Skilljar with an existing archive of content, so the first step was to launch the Cloudlock Training Center with that content and then move forward with the creation of more, new content. The Training Center was constructed with built-in integrations for Salesforce and single-sign-on. The platform also incorporated several methods of gather user feedback, from specific feedback buttons to embedded surveys.

Results

In just the first two months of operation, the Cloudlock Training Center had more than 850 course registrations and successfully increased its completion rate to its set goal.

Additionally, the Training Center has expanded to include three units: Cloudlock customers, Umbrella customers, and internal employees. Together, these three organizations have more than 3,000 users from more than 1,000 different companies.

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