

## ITWorx Establishes the Microsoft Education Solutions “Expert House”



**Country:**  
Worldwide

**Industry:**  
Education

**Customer:**  
Microsoft Education Partners  
and Customers

### Executive Summary

With the objective of partner enablement, Microsoft wanted to provide a competent and effective support infrastructure to its worldwide education partners. Microsoft commissioned ITWorx to deliver best-in-class support services and technical training on its e-learning platform. ITWorx established the Education Solutions Support Center (ESSC) as an “Expert House” that provides support services and workshops on Microsoft education products: MLG framework, LNM, and SLK. With exceptional customer satisfaction rates, Microsoft education partners worldwide are increasingly leveraging the services offered by the ESSC.

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The ESSC provides top-quality, end-to-end education services that encompass software development, deployment, technical support, and project management services. The expertise, agility, and immediate response exhibited by ITWorx resources were key to the success of the support model that Microsoft wanted to provide its subsidiaries and education technology partners.  
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**David Langridge,**  
Solutions and Partner  
Development Manager,  
Microsoft Education Solution  
Group, EMEA

### The Customer

Microsoft Corporation active and continuous development in the education field engages a wide variety of academic institutions, supporting numerous programs that emphasize corporate responsibility and community participation. Microsoft is constantly launching new updates for its e-learning software products; all of which contribute to an enhanced education experience with teaching and learning being the core focus.

### The Challenge

Microsoft education solutions are designed to lead and transform the e-learning arena worldwide. With a portfolio of products and solutions, Microsoft needed to ensure that its e-learning platform can be deployed and used efficiently by its global pool of partners. It is important to provide Microsoft partners with a competent and effective support infrastructure that they can turn to for support, training, and other complementing services.

Microsoft needed to establish a support center that would cater for the different needs of its education partners. Support services to be provided should include technical support, consultation, and training to all education solutions' stakeholders.

Microsoft knew the key to a successful education support center would be a reliable partner with extensive expertise in developing, customizing, and supporting Microsoft education solutions. The partner of choice should be competent enough to build the entire infrastructure of the support center along with all entailed setup and requirements. Microsoft chose ITWorx, its Gold Certified Partner, for the job.

## Technologies and Software

- Microsoft Learning Network Manager
- Microsoft Learning Gateway 2005
- Microsoft Learning Gateway 2007 Refresh
- Microsoft Innovative Teachers Network
- Microsoft SLK
- Microsoft CRM

## The Solution

Based on a thorough understanding of Microsoft objectives, ITWorx was chosen and was able to establish the ITWorx Education™ ESSC™ (Education Solutions Support Center), a comprehensive education solutions “Expert House”. The ESSC covers the spectrum of Microsoft Education solutions including: MLG framework, MLG 2005, MLG Refresh for MOSS 2007, SLK, and Microsoft Learning Network Manager (LNM). The ESSC provides technical assistance and training (workshops) for Microsoft subsidiaries and education technology partners worldwide.

In 2005, Microsoft EMEA commissioned ITWorx to dedicate the ESSC coverage to education partners in EMEA. In a short span of time, ITWorx managed to set up the ESSC with all required infrastructure, personnel, and know-how needed to launch and sustain an ongoing support and training center for Microsoft Education solutions.

In 2007, Microsoft Corp commissioned ITWorx to extend its services to its pool of education partners around the globe. This expansion highlights the success that ESSC was achieving since its inception. Microsoft Education partners leverage a range of support services through the phone and e-mail. The ESSC receives partner tickets through the call center and the e-mail. ITWorx team of experts resolve all technical issues and provide needed consultation to solve any case.

The ESSC also provides technical training on behalf of Microsoft through MLG workshops. A workshop provides Microsoft education partners with a comprehensive overview and technology introduction. The workshop then delves into extensive technical training through presentations and hands-on labs in a simulated real-time environment. The ESSC follows up with partners’ surveys to complement their matrix of measuring total customer satisfaction.

The ESSC succeeded in strategically and technically creating a powerful hub that provides highest level of technical support and training to Microsoft subsidiaries and partners worldwide. The ESSC is not only equipped with expert engineers and dedicated support specialists, it also has access to top notch technical resources provided through ITWorx strong relationship with Microsoft Consulting Services and Microsoft Developer Support Center.

## The Benefits

### **A pool of services that caters for the needs of Microsoft subsidiaries and partners**

Across the world, and through the ESSC, ITWorx managed to deliver high value, fast, and reliable technical assistance and training for Microsoft Education solutions; especially Microsoft Learning Gateway and Microsoft Learning Network Manager.

### **Advanced support services that adds value to Microsoft solutions**

Microsoft has gained the benefit of having the ESSC as an integral part of its education services without bearing extra management and administrative fees or increasing headcount. ITWorx solid technical assistance that is offered by ESSC adds a great value to what Microsoft solutions already has to offer.

### **A more global reach for Microsoft**

Through the ESSC, Microsoft was able to leverage its investments in the education sector worldwide; pumping more knowledge into the hands of its education partners, making world-class technical support and training at their fingertips; and thus paving the way for increased adoption of Microsoft Education solutions.

### Global Offices

#### North America

Connecticut, USA  
Tel +1.860.6767.878

#### Middle East & Africa

Cairo, Egypt  
Tel +202.2673.6111

Riyadh, KSA  
Tel +9661.2886.558

For more information about our premises worldwide please logon to [www.itworx.com](http://www.itworx.com)

[contactus@itworx.com](mailto:contactus@itworx.com)