How Xerox Turned a New Leaf in Virtual Learning

Driving a big ship in a new direction is no easy feat when you’re a century-old market leader like Xerox.

But Xerox, which offers workplace solutions, document management and digital printing technology, understood the way it delivers internal and external training was due for a change. For some time, Xerox tried to stay ahead of the pack and embrace virtual training using tools like Remote Desktop, but there were too many technical limitations, and the experience for learners and instructors just wasn’t seamless. When it adopted VMware Learning Platform (VLP), it was able to finally realize the virtues of virtual learning: simplicity, consistency, flexibility, scalability and cost efficiency.

Now, Xerox takes a virtual-first approach to all its training programs.

The breakthrough moment
Xerox’s Virtual Learning Services Delivery Manager, Danny McCray, says after some trial and error using Remote Desktop connections, it became clear there were too many kinks getting in the way of a seamless experience for learners and instructors. That’s why Xerox considered investing in developing a brand new learning interface from scratch. But, at a cost of about US$250,000 to set up and at least $100,000 per year to maintain, this option wasn’t ideal.
How Xerox Turned a New Leaf in Virtual Learning

The savings pay for the platform
McCray says one of the biggest benefits of using VLP is the cost savings from having the technology stack taken care of. With VLP ensuring lab environments are fully available and ready to go for learners at any time, Xerox can now focus on the quality of its content, while only paying for the learners who participate in the training.

In fact, McCray reveals Xerox has saved on average $1.6 million per year, including in travel costs, since the organization switched to VLP. “With VLP, you don’t have to pay for bandwidth or CPU usage. And we’re a Bring Your Own Cloud organization, so those infrastructure costs have already been sustained. Essentially, the product pays for itself through the savings it delivers.”

Hands-on learning that reaches new horizons
Since Xerox transitioned to VLP, learners have been vocally happier with their experience.

For the first time, Xerox is able to provide high-quality hands-on, virtual product training to sales teams, thanks to VLP. This has helped instil a deeper understanding of the software used and sold across the organization.

“We didn’t want students to flip flop back and forth between multiple screens or print out a 300-page document. So, this was an added bonus.”

Where before virtualization was an afterthought, today it’s Xerox’s primary delivery vehicle for training.

Did you know?

$1.6m
Average annual savings from using VMware Learning Platform.

57%
of learning & development professionals expect to spend more on online learning.

VMware Learning Platform completely transformed our global delivery mechanism. It was the synergy we needed to deliver training to students in a way that was seamless, easy to use, visually appealing and didn’t cause a ton of technical problems.”

DANNY MCCRAY
VIRTUAL LEARNING SERVICES DELIVERY MANAGER
XEROX CORPORATION

VMware Learning Platform completely transformed our global delivery mechanism. It was the synergy we needed to deliver training to students in a way that was seamless, easy to use, visually appealing and didn’t cause a ton of technical problems.”

DANNY MCCRAY
VIRTUAL LEARNING SERVICES DELIVERY MANAGER
XEROX CORPORATION

Did you know?

$1.6m
Average annual savings from using VMware Learning Platform.¹

57%
of learning & development professionals expect to spend more on online learning.²

¹ Internal data. Xerox, 2020.

Discover how VMware Learning Platform can help you deliver hands-on training in isolated IT labs to anyone on the planet, at cloud scale.

Looking for more info? Talk to a VMware Learning Platform expert today.