















KUDITS-OBRAZ LLC
QDTS (KUDITS) Training Center
2016

IBM
Authorized Training Center

KUDITS
www.qdts.ru

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History

- 🌐 1992 – KUDITS-OBRAZ LLC was founded as an IT training company
- 🌐 1993 – Beginning of a long-term partnership with IBM company as a training developer and provider
- 🌐 1997 – IBM Authorized Training Center
- 🌐 2000 – Part of group of companies “Open Computer Systems”
 - 🌐 *Also includes network design & installation company, software development company and publishing house*
- 🌐 2010 – IBM Core Supplier (Educational services) CIS region
- 🌐 2012 – Opened office in Kiev, Ukraine
- 🌐 2013 – IBM Strategic Authorized Training Provider
- 🌐 2013 – Opened office in Almaty, Kazakhstan
- 🌐 2013 – Global Knowledge Education Partner
- 🌐 2014 – Start of operations in Azerbaijan, Georgia, Uzbekistan, Kyrgyzstan
- 🌐 2015 – IBM Training Competence Center (in cooperation with Global Knowledge)

KUDITS Today (1/2)

- 🌐 Holds leading position in IBM related technical trainings in Russia and countries of CIS
 - 🌐 *>80% of IBM GSI market**
- 🌐 Owns training facilities in Moscow (Russia), Kiev (Ukraine), Almaty (Kazakhstan), has partner network across Russia and CIS
- 🌐 IBM Authorized Training Center
- 🌐 Education Partner of Global Knowledge for the delivery of the authorized IBM Education in Russia, Kazakhstan, Ukraine, Azerbaijan, Georgia, Uzbekistan, Kyrgyzstan
- 🌐 IBM Premier Business Partner
- 🌐 IBM Training Competence Center



* - according IBM Global Skill Initiative 2014 Report, from market share owned by GSI partners. 2015 report is not available yet, but the same result expected according preliminary data.

KUDITS Today (2/2)

- 🌐 Offers 300+ technical software and hardware trainings, PM and ITIL trainings, soft skills trainings
- 🌐 Authors trainings and customizes trainings
- 🌐 Architects curriculums and certification systems
- 🌐 Offers IT consulting and audit services
- 🌐 30 fulltime employees + contractors
- 🌐 Educational service for 2000+ students a year
- 🌐 Small to medium size consulting projects and technical expertise in IBM solutions
- 🌐 Large educational projects for state and commercial organizations
- 🌐 Attention to any customer regardless their size

Trainings (1/3)

IBM Software

- ◉ *Business Analytics (business intelligence, predictive analysis, performance and risk management)*
- ◉ *Enterprise Content Management*
- ◉ *Information Management (databases, data warehouse, master data management)*
- ◉ *Lotus (people collaboration, social media)*
- ◉ *Rational (software development: methodology, lifecycle, project management, testing)*
- ◉ *Security*
- ◉ *Cloud & Smarter Infrastructure (Tivoli)*
- ◉ *WebSphere (enterprise integration, business process management and automation)*

Trainings (2/3)

IBM Systems (Hardware)

- ◉ *PureSystems*
- ◉ *Power Systems*
- ◉ *System z*
- ◉ *System x*
- ◉ *BladeCenter*
- ◉ *System Storage*

Project Management

ITIL

Soft Skills (Presentation Skills, English Language etc.)

Classroom, Instructor Led On-line, e-learning delivery



Trainings (3/3)

Authoring training courses and courseware

- ◉ *100+ authored and customized training offerings*
- ◉ *KUDITS's author courses was adopted as IBM Authorized Training courseware*
- ◉ *Courseware build on advanced training methodology aligned with IBM and Global Knowledge best practices*
- ◉ *Localization of training materials*

Exceptional quality

- ◉ *Average performance 99 from 100 **
- ◉ *Course evaluation provided by Metrics That Matter (independent learning analytics) and includes feedback from delegates on:*
 - Instructor performance
 - Courseware quality
 - Training process and logistic

* - according IBM Global Skill Initiative 2014 Report. 2015 report is not available yet, but the same result expected according preliminary data.

Customers

More than 300 companies and organizations across EE/A region including

- State organizations

- Central Bank of Russia, Treasury of Russia, Pension Fund of Russia...

- Banking

- Sberbank, VTB, Russian Agricultural Bank, Raiffeisen Bank...

- Transportation

- Russian Railways, Kazakh Railways, East Line...

- Retail

- X5 Retail Group, Magnit...

- Telecommunications

- Rostelecom, MTS, VimpelCom...

- IT companies

- Sberbank Technologies, Technoserv, I-Teco, Jet Infosystems, Atos...



Geography

- 🌐 Primary region – Russia & CIS
- 🌐 On-demand trainings in Europe and Middle East
- 🌐 Trainings in Russian and English languages
- 🌐 Main training facilities:
 - 🌐 *Moscow, Russia*
 - 🌐 *Kiev, Ukraine*
 - 🌐 *Almaty, Kazakhstan*
- 🌐 Partner's training facilities:
 - 🌐 *Minsk, Belorussia*
 - 🌐 *Tbilisi, Georgia*
 - 🌐 *Baku, Azerbaijan*
 - 🌐 *Major cities of Russia*



Facilities (1/2)

- 🌐 All facilities are equipped with modern computer and presentation equipment and have broadband Internet connection
- 🌐 Main training facility in Moscow:
 - 🕒 *Easy to reach (5 minutes from subway station)*
 - 🕒 *Can accommodate up to 150 students*
 - 🕒 *1000 m2, 11 classrooms, recreation area*
 - 🕒 *Demo-equipment and software labs*
 - 🕒 *Coffee-breaks and hot lunches are included*
 - 🕒 *Free Wi-Fi Internet and phone calls for students*
- 🌐 Local virtualization center powered by IBM cloud technologies and 100 Mb Internet channel provide local and remote access to training recourses



Facilities (2/2)

- 🌐 Training facility in Kiev (Ukraine)
 - 🕒 *Easy to reach (5 minutes from subway station)*
 - 📍 *Situated in historical center of the city*
 - 👥 *Can accommodate up to 30 students*
 - 🏠 *2 classrooms, recreation area*
 - ☕ *Coffee-breaks and hot lunches are included*
 - 📶 *Free Wi-Fi Internet and phone calls for students*

- 🌐 Training facility in Almaty (Kazakhstan)
 - 🕒 *Easy to reach (situated in city center)*
 - 👥 *Can accommodate up to 12 students*
 - 🏠 *1 classroom*
 - ☕ *Coffee-breaks and hot lunches are included*
 - 📶 *Free Wi-Fi Internet*

Training Technologies (1/2)

Classroom trainings

- ◉ *Target group size is 6-12 students*
- ◉ *Classrooms for 2-30 students*
- ◉ *Lectures and hands-on exercises*
- ◉ *Students have access to local or remote software lab environment and demo equipment*

Instructor-led online (ILO) trainings

- ◉ *Delivered via Internet by using WebEx, Adobe Connect and VMware technologies*
- ◉ *Rich training experience via live instructor video, full remote access to software and hardware lab environment and direct instructor interaction*
- ◉ *Comprehensive hands-on exercises via remote software lab environment and demo equipment*
- ◉ *Virtual participation in classroom trainings*
- ◉ *Up to 100 remote students in webinar mode*

Training Technologies (2/2)

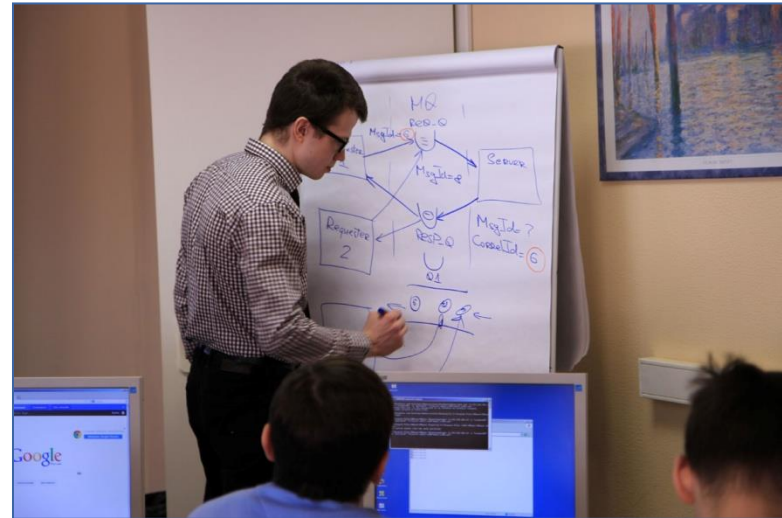
- 🌐 **Self-Paced Virtual Class (SPVC)**
 - 🕒 *Delivered via Internet by using LMS (Mirapolis) and VMware technologies*
 - 📺 *Prerecorded video and audio and/or e-book training materials*
 - 🕒 *Asynchronous instructor interactions*
 - 🖥️ *Comprehensive hands-on exercises via remote software lab environment and demo equipment*
 - 🕒 *Available anytime & anywhere*
 - 🗣️ *Live Q&A sessions via ILO technology on-demand*

Instructor Team (1/2)

- 🌐 Team of full-time instructors and pool of part-time specialists in Moscow and Kiev
 - 🌐 *To become a member of our instructor team one should demonstrate the combination of outstanding technical skills and bright teacher's talent and charisma*
- 🌐 Instructors are certified as technical specialists and trainers
 - 🌐 *Instructors regularly pass technical and TTT trainings*
 - 🌐 *Instructor qualification is a subject of internal attestations and external audit*
- 🌐 Instructors participate in internal professional improvement program that involves
 - 🌐 *Coaching*
 - 🌐 *Internal training methodology workshops*
 - 🌐 *Training and assertions provided by external trainer training agency*

Instructor Team (2/2)

- 🌐 We have procedures of instructor enablement and motivation system that promotes instructor's self-development
- 🌐 Many of our instructors were selected from students of leading IT universities and passed through our internship program
- 🌐 We value long-term partnership with employees and invest in our people



Quality Management

- 🌐 We develop our quality management system based on globally recognized methodologies (Six Sigma and Lean Enterprise)
- 🌐 Set of formalized processes and procedures covers
 - 🕒 *Instructors enablement, development and certification*
 - 🕒 *Training course lifecycle: introduction, delivering, updates, retirement*
 - 🕒 *Training delivery*
 - From planning to feedback analysis including internal and external training resources planning
 - 🕒 *Change management*
 - 🕒 *Incident management*
 - 🕒 *IT configuration management*
- 🌐 This year we are completing implementation of new process automation software platform
 - 🕒 *Improves quality of service, reduces costs, brings process transparency*
 - 🕒 *Monitoring and KPI evaluation automation*

Strategy (1/2)

- 🌐 We advocate value of vendor authorized training and professional certification
- 🌐 We offer first-class educational, consulting and audit services in areas of IT and business innovations
- 🌐 We are client oriented company
 - 🌐 *We are aimed at customers needs, our slogan is “Our goal is your success”*
 - 🌐 *Customer satisfaction is our most important KPI*
 - 🌐 *Competence management consulting (free and fee)*
- 🌐 Our target market segment is large state and commercial organizations
- 🌐 Our target region is Russia and CIS
 - 🌐 *We will increase our presence in countries following local educational service market growth*

Strategy (2/2)

- 🌐 Our goal is expert leadership in target subject areas and professional supremacy over competitors
 - 🌐 *We invest in our stuff, quality management system and business process management*
 - 🌐 *We adopt leading business methodologies and learn best from our partners*
- 🌐 We are aimed at strategic partnership with leading software and solution vendors in target area
 - 🌐 *IBM is our strategic partner. Partnership with IBM has driven significant growth of our business*
 - 🌐 *We are looking for new partners and ready to invest in setting up new business projects*
- 🌐 We promote value of partnership and cooperation
 - 🌐 *We cooperate with other training centers to maximize training availability, our partners help us to deliver trainings in places where we don't have training facilities*
 - 🌐 *We plan to continue developing our partners network for mutual benefit*

Academic Activities

- Cooperation with National Research Nuclear University “MEPhI” (Moscow) – one of leading technical universities in Russia
 - *Teaching supplementary IT disciplines for specialized group of students*
 - Initially sponsored by IBM. Students graduated from specialized group were employed by IBM
 - Since 2009 KUDITs-OBRAZ has supported this program in form of internship
- Participation in IBM Academic Initiative
 - *Trainings for university teachers*



Business Ethic and Social Responsibility

- 🌐 We strive for success but reject results at any cost. We follow the international principles of business ethic and social responsibility
- 🌐 We comply with the Electronic Industry Citizenship Coalition Code of Conduct (<http://www.eicc.info>)
- 🌐 Our employees regularly attend integrity trainings
- 🌐 Our processes and records are the subjects of regular internal and external audits

Thank you for your attention



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