

Certified Support White Paper

What are the benefits to organizations from Certified Technicians?

According to **IDC research**, when organizations have more certified professionals,

Their:

- Unscheduled downtime is **20% lower**.
- Budgets spent on external support for network management are **20% lower**.
- Budgets spent on external support for network security are **30% lower**.

Speed:

- Certified employees were **more than 30% faster** at completing network-related projects.
- They were **more than 30% faster** at solving technical problems.
- They were **more than 20% faster** at getting up to speed when joining new projects.

This boost in speed means that you're **effectively paying the employees less** since they do the same work in a shorter time span. It also means that when network problems do crop up, they disrupt your organization's work **for shorter periods**.

Effectiveness:

- Managers said certified employees were **40% more effective**, on average, at completing network-related projects.
- They were **42% more effective** at fixing technical problems.

Under-skilled workers often struggle to find solutions to the complex problems typical of high-tech systems.

In contrast, by being competent in all aspects of the hardware they have to work with, certified employees always know how to identify and fix problems with your network. This allows your other employees to get on with their jobs, instead of battling against technical demons.

Overall, managers in the survey rated their certified employees as **37% more valuable than their non-certified ones**.

* IDC, Impact of Training on Network Administration: Training Leads to Operational Productivity, 2009

** Georgetown University Center on Education and the Workforce Report, June 2010