

Project description SAP on-site training

Initial state:

Our customer has been an expert in technology training and consulting for over 30 years. The most important and successful pillars of the business are the open seminar business and solution-oriented company trainings.

Especially the market of solution-oriented company trainings in the SAP training environment has a disproportionate growth. In addition to the seminars held at their own training facilities, more and more customers are requesting on-site training, i.e. training held at the customer's premises.

For these on-site training courses, either notebooks from a rental company were sent to the customer, or remote connections were set up from the customer to the company's own data-center. However, the former is very time and cost-intensive and scales only to a very limited extent. Re-mote connections are not accepted by all customers because software client components have to be installed on the customers' end devices and special access points have to be set up in the customers' firewalls. Hardware and datacenter costs are incurred regardless of whether training courses are held or not.

Target state:

To meet the increasing demand for on-site training, especially SAP trainings, the new training infrastructure should be simpler, cheaper, more flexible and more scalable.

A solution should be found with which the training environment (SAP instance) can be accessed from almost any trainee device without installing software modules. At the same time, the solution had to be very easy to use for both customers and trainers. The environment must be able to scale quickly and almost indefinitely. Ideally, costs should only be incurred if seminars are also held.

Solution:

Cloud desktops, also known as Desktop-as-a-Service (DaaS), were chosen as the new training environment for SAP training by the provider deskMate.cloud (www.deskmate.cloud).

With a cloud desktop, the operating system and training applications of each training workstation runs virtualized in the provider's data center. Only the screen output is streamed to the trainee's end device. This means that the virtualized desktop can be accessed from almost any end device and anywhere. The only requirement is an end device with HTML5 browser.

All cloud desktops of a training classroom run isolated from all others in a virtualized network, which can be connected to other networks via VPN if necessary.

In order to keep the effort as low as possible and still be as flexible as possible, so-called pool desktops or non-persistent desktops were chosen. All desktops of an environment boot from one image. The change data of each desktop is written to a delta area. After the training these desktops are reseted and the delta areas are deleted. When a new login is made, the trainee receives a new fresh desktop. There is no need to delete user data or redeploy images after a training session.

The IT technical preparation of a training course is limited to the generation of new passwords, sending of login credentials and activation of access.

The training images are either maintained in the virtual environment or can be uploaded into the virtual environment.

Cloud desktops are usually billed according to the pay-as-you-use principle. If no training courses are held, only low costs for holding the images arise.

Project schedule:

A free of charge POC was conducted before the order was placed and implemented.

A small cloud desktop environment was created as a virtual classroom and a corresponding SAP training image was uploaded.

Subsequently, customers who had experienced configuration problems in the past were asked to test the access. Initial on-site training sessions with the new environment were also held to get feedback from trainees, trainers and IT.

After successful testing and commissioning, further SAP trainings were and will be migrated into the new training environment step by step. Since the cloud desktops have been very well received by customers and the internal departments of the training company have been significantly relieved, other software training courses will also be transferred to the cloud desktop infrastructure.

For the future, it is planned to integrate cloud desktops into the e-learning concept of the training company. With the Cloud Desktops, the participants themselves have the opportunity

to deepen the theoretical knowledge on each end device at any time in a practical way using the real program.