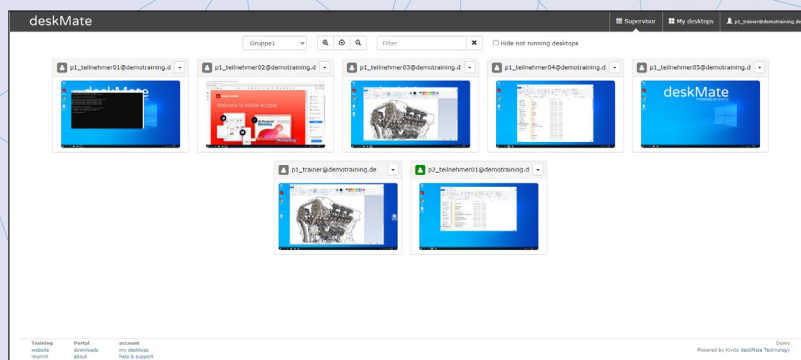


CATEGORY:  
**Educational Technology**

TEST PRODUCT:  
**deskMate**  
Kivito GmbH



▲ **With deskMate, training organizations as well as companies can quickly and easily provide virtual training environments.**

## Test report: **deskMate**

Who does not know it? A large update is installed in the company or even a new software is implemented. The accompanying web-based training or theoretical online training via Teams has been completed, but a few days later there is not much left of the wealth of information in front of the computer...

Adopting new software is not easy. Accordingly, software training is important and widespread to make employees fit for it. At the same time, however, software training is also one of the training measures that benefit particularly strongly from „learning by doing“. Virtual training environments are a popular solution to enable learners to gain practical experience in a safe environment. In the virtual training environment, learners can try out self-directed learning or instructor-led online and face-to-face training, even make mistakes from time to time, without potentially negatively affecting live operations. As part of our test series, we had the opportunity to try out deskMate from Kivito GmbH, a solution that allows companies to quickly and easily provide and manage virtual learning environments themselves.

### **With one click to your personal virtual training desktop**

From a learner's point of view, deskMate is very easy to use. After logging in, one directly sees the personal, virtual training desktop, to which one can connect with a simple click on the corresponding button. The virtual training computer is then started in a new tab, on which the training environment is prepared. After a short loading process, this can be operated directly via the browser. No software installation or plug-ins are required, because deskMate is HTML5-based and

can be used on all common browsers without preparation. Even with very restrictive IT infrastructures, deskMate is therefore compatible according to its own specifications.

In principle, the use of the virtual desktop does not differ from that of a normal computer. It is operated via mouse and keyboard and either Windows or Linux is available as the operating system, depending on the needs of the company or the training organization. Via the administration, the company can determine which applications are installed on the virtual training computer and what the start and end times of each learner are or how much time is available. When one is done with the training, one can simply close the tab or window.

The training desktop is not „persistent“, i.e. if the virtual computer is shut down, it is reset to the „default“ and any changes or saved documents are deleted. It is immediately ready for use by a new learner. With deskMate, there is no need to reload the computer, as is necessary with classic training computers.

### **Keeping an overview as a trainer**

If a software training course is conducted with a trainer, the „Supervisor/Trainer View“ provides a kind of bird's eye view of the desktops of all participants. In



this view, it is possible to see at a glance what the participants are currently working on. In addition, the trainer can, if necessary, connect to the virtual computer of a participant with a click and thus provide direct assistance in the event of problems or questions. However, the trainer can only see what the learner is doing on his/her virtual computer, but explicitly has no access to the learner's end device.

Administration made easy

From an administrative point of view, deskMate is pleasantly user-friendly. Administrators can create new users in the backend, assign roles (user, supervisor, admin) and either activate access to the virtual desktop directly or specify activation times. The even more important task, however, is probably the management of the virtual desktops. Essentially, there are two types of desktops. The „master desktop“ is the basis for all virtual desktops and can be individually configured in the administration. If one wants to train a certain software, it is installed on the master desktop and, if required, accompanying information material can be stored on the master desktop. This is similar to what is known from the classic training computers. Once the configuration of the master desktop is complete, it is copied as the basis for the so-called „pool desktops“. The pool desktops are the virtual computers that are subsequently used by the learners. This structure is advantageous because if changes are needed, only the master desktop needs to be reconfigured and not every virtual computer needs to be adapted. At the same time, thanks to the „pool desktops“, it is irrelevant whether 3 or 30 learners are to receive a virtual training computer. Only an appropriate number of users need to be activated.

### Focus on security


The use of virtual desktops raises legitimate security questions, which are addressed by deskMate. On the one hand, Kivito operates data centers in Frankfurt, Washington and Hong Kong, which means for customers from Germany and Europe that the virtual desktops are operated in this country and are therefore subject to the corresponding laws and regulations. For international companies, this set-up offers the additional advantage that latency can be reduced for users in the Asian or American regions through local data centers, which has a positive influence on usability. On the other hand, the virtual desktops are completely separated from the end devices of the learners in terms of network technology, i.e. there is no data exchange between the end device and the virtual desktop, unless a corresponding data transfer is explicitly desired and enabled by the administration. This separation ensures that no malware gets from the virtual computer to the end device and vice versa.

### Conclusion

At the latest since the „triumphant advance“ of the 70:20:10 model, it has been recognized that formal learning is only a (small) part of the learning process

and that informal learning or „learning by doing“ plays a decisive role. This realization is often particularly relevant in the context of software training, where sustainable learning success often only becomes apparent when employees have the opportunity to actually try out the corresponding software. With deskMate, Kivito GmbH offers a simple solution for precisely this and similar needs with its virtual training computers to make software training in a safe environment testable and tangible. Against this background, the editors of the eLearning Journal award the grade „very good“ with a score of 88 points.

## EVALUATION

TESTED: <b>deskMate</b> by Kivito GmbH	
CATEGORY: <b>Educational Technology</b>	
<b>Functions</b>	★ ★ ★ ★
<ul style="list-style-type: none"> <li>📌 Trainer view and screen sharing enables easy supervision and support</li> <li>📌 Uncomplicated and fast participant and desktop environment</li> <li>📌 Very quick to set up</li> </ul>	
<b>Technology</b>	★ ★ ★ ★ ★
<ul style="list-style-type: none"> <li>📌 Compatible with common browsers without software installation or plug-ins</li> <li>📌 Almost unlimited scalability</li> <li>📌 High security due to technical separation of the „real“ and virtual desktop</li> </ul>	
<b>User</b>	★ ★ ★ ★ ★
<ul style="list-style-type: none"> <li>📌 Good usability for the learner</li> <li>📌 Clear and largely intuitive administration</li> </ul>	
<b>Overall rating</b>	 <b>TEST 2023</b> <small>Kivito GmbH - deskMate</small> <b>VERY GOOD</b> <small>Score: 88</small> <small>05/2023</small>
<b>Score: 88</b> <b>VERY GOOD</b>	

